



# Epsom Girls Grammar School

Te Kura Tuarua o Ngā Taitamāhine o Maungawhau

## **EPSOM HOUSE - COMPLAINTS PROCEDURE**

*According to the Education (Hostels) Regulation*

### **Rationale**

Epsom Girls Grammar School's vision is to enable ākonga to be confident, resilient and agentic. To assist in achieving this aim, a key element is the partnership between parents, students, staff and the boarding school, Epsom House.

The Complaints Procedure will aid in ensuring that the rights, needs and obligations of all members of the Epsom Girls Grammar family are addressed within the appropriate legislation whilst recognising the principles of natural justice.

### **Complaints about:**

- Non-compliance with these regulations or conditions of the licence

### **Complaints may be from**

- Students, parents, staff members and Board members

### **Complaint needs to be:**

- In writing or put into writing by the hostel owner or person representing the hostel owner as soon as practicable if the complaint is unable to be put into writing.

All complaints are to be addressed to the Director of Boarding, in the first instance. If the complaint is in relation to the Director of Boarding, the complaint should then be addressed to the Principal of Epsom Girls Grammar School.

### **Procedure for resolving complaints:**

1. Within 5 working days

The Board or the person representing the Board will:

- Send an acknowledgement letter of receipt to the complainant. Inform the complainant of any relevant internal complaint procedures;
- Send a copy of all information held by the owner that is or may be relevant to the complaint;
- Decide whether the complaint is justified in accordance with Regulation 69.

2. Within 10 working days after acknowledgement receipt of complaint

The hostel owner or the person representing the hostel owner will:

- Decide that the complaint is or is not justified or;
- Decide that additional time is needed to investigate the complaint. In this case the owner must determine how much additional time is needed and decide as soon as practicable whether the complaint is justified.

3. After a decision is made

The hostel owner must inform the complainant of:

- The reasons for the decision that the complaint is or not justified and;
- Any actions the owner proposes to take and;
- Any procedure the owner has in place to enable consideration of an appeal by the complainant against the owner's decision on the complaint and;
- The role of any relevant external agency that may be available to assist the complainant or to investigate the complaint if it is not resolved to the complainant's satisfaction.

### **Supporting Acts**

- Privacy Act
- Employment Relations Act
- Education (Hostel) Regulations
- Vulnerable Children Act
- Protected Disclosures Act

**Date policy reviewed:** August 2023

**Date of next review:** August 2025



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## Epsom House Complaint procedure

From The Education (Hostels) Regulations 2005: Guidelines

