



Epsom Girls Grammar School

Te Kura Tuarua o Ngā Taitamāhine o Maungawhau

Policy Title: <i>Related NELP(s):</i>	Complaints 2. <i>Barrier-free access</i> 3. <i>Quality Teaching and Leadership</i>	
Approved by:	Board	Board meeting: June 2024
Contact:	Senior Leadership Team	Review Date: July 2026

PURPOSE

The purpose of this policy is to outline to students, staff and the wider community Epsom Girls Grammar School's (School) mechanism for receiving complaints in relation to the implementation of its policies, procedures, rules and regulations.

POLICY STATEMENT

The School aims to develop a culture of excellence through the consistent application of clearly articulated and fairly applied systems, rules and regulations, and practices.

The provision of a system for individuals to express concern allows the School to respond to queries and review its practices.

RESPONSIBILITIES

The School will:

- Articulate and make available to the School community, clearly defined policies, procedures, rules, regulations and Code of Conduct.
- Provide ready access to its Code of Conduct, policies and procedures, while continually raising the awareness of best practice to staff.
- Address complaints in line with set procedures in a timely and consistent manner.

RELATED DOCUMENTS

- *Education and Training Act 2020*
- *Crimes Act 1961*
- NZQA Assessment Procedures
- All School Policies and Procedures

APPENDICES

Appendix I: General Complaints Procedure

Appendix II: Complaints regarding Board employees

Signed:

A handwritten signature in black ink, appearing to read 'Tahei Simpson', with a stylized, flowing script.

Dated: 25 June 2024

Tahei Simpson

Board Chair

APPENDIX I: General Complaints Procedure

Complaints may be from students, parents/legal guardians, staff members, Board members or other members of the School community.

Complaints need to be in writing or put in writing by a representative of the School as soon as practicable if the complainant is unable to put it in writing.

Procedure for resolving complaints

1. Following receipt of a complaint, the Principal or the Principal's representative will:

- Send an acknowledgement of receipt to the complainant.
- Inform the complainant of any relevant internal complaint procedure.
- Consider the complaint and reach a decision regarding outcome/s. As part of that, either the Principal or another person appointed by the Principal, may undertake an investigation into the complaint.
- The Principal (or the Principal's representative) will make a decision in relation to the complaint as soon as practicable. The Principal will communicate with the complainant regarding timeframes.

2. After making a decision:

Subject to their privacy and confidentiality obligations, the Principal or the Principal's representative will generally inform the complainant of:

- the Principal's (or their representative's) decision in relation to the complaint and the reasons for that decision; and
- any actions the Principal (or their representative) proposes to take as a result

Application of other School policies

The above procedure is the School's general procedure applying to complaints received. However, where the School has a specific policy addressing a certain type of complaint, the procedure set out within that policy will apply. For example, the School's Constructive Relationships Policy will apply to bullying complaints.

Appendix II: Complaints regarding Board Employees:

Complaints about School employees may be from students, parents/legal guardians, staff members, Board members, or other members of the School community.

Complaints need to be in writing, or put in writing by a representative of the School as soon as practicable if the complainant is unable to put it in writing.

Procedure for resolving complaints about staff:

1. The Principal or the Principal's representative will:

- send an acknowledgement of receipt to the complainant;
- inform the complainant of any relevant internal complaint procedures.
- Consider the complaint and reach a decision regarding outcome/s. As part of that, either the Principal or another person appointed by the Principal, may undertake an investigation into the complaint.
- The employee (who is the subject of the complaint) will have an opportunity to be heard, and will be provided with relevant information regarding the allegations against them, before any decisions are made.
- The Principal (or the Principal's representative) will make a decision in relation to the complaint as soon as practicable. The Principal (or the Principal's representative) will communicate with the complainant and the employee (who is the subject of the complaint) regarding timeframes.

2. After making a decision:

Subject to their privacy and confidentiality obligations, the Principal or the Principal's representative will generally inform the complainant of:

- the Principal's (or their representative's) decision and the reasons for that decision; and
- any actions the Principal (or their representative) proposes to take as a result.

Procedure for resolving complaints about the Principal:

1. The School Board Chair or the Chair's representative will:

- Send an acknowledgement of receipt to the complainant.
- Inform the complainant of any relevant internal complaint procedures.
- Consider the complaint and reach a decision regarding outcome/s. As part of that, either the School Board Chair or another person appointed by the Chair, may undertake an investigation into the complaint.
- The Principal will have an opportunity to be heard, and will be provided with relevant information regarding the allegations against them, before any decisions are made.
- The School Board Chair (or the Chair's representative) will make a decision in relation to the complaint as soon as practicable. The School Board Chair (or the Chair's

representative) will communicate with the complainant and the Principal regarding timeframes.

2. After making a decision:

Subject to their privacy and confidentiality obligations, the School Board Chair or the Chair's representative will generally inform the complainant of:

- The School Board's decision and the reasons for that decision; and
- any actions the School Board proposes to take as a result.

Protocols when resolving all staff complaints:

1. In all cases, the School Board or Principal will deal with complaints by acting as a good employer.
2. In dealing with a complaint regarding a School employee, the School Board or Principal will act in accordance with relevant provisions of the current Collective Employment Agreement(s).
3. Complaints will be dealt with in due regard to the principles of natural justice and any relevant statutory obligations.
4. Where appropriate, outside mediation may be sought (or requested) from organisations such as MBIE's Mediation Services, NZSTA (now Te Whakarōputanga Kaitiaki Kura o Aotearoa), PPTA, NZEI, etc.
5. Where appropriate, independent counselling and/or guidance may be offered to students and/or School Board employees during an investigation process.