

HOKOWHITU SCHOOL COMPLAINTS AND CONCERNS POLICY (2024)**PURPOSE**

Hokowhitu School Board will take seriously the complaints and concerns of all staff, parents/caregivers, and students, and take all reasonable steps to respond to them.

GUIDELINES

1. All complaints and concerns are to be dealt with in a manner that is:
 - a. Fair and reasonable.
 - b. Transparent.
 - c. Accessible.
 - d. Consistent.
 - e. As timely as possible, dependent on the nature of the complaint or concern.
 - f. Mutually communicative.
 - g. Compliant with the Board's legal obligations, policies, and procedures.
2. The resolution of a complaint or concern is based on the assumptions that:
 - a. The complaint or concern is acknowledged by the school.
 - b. All parties to the complaint or concern are parties to the resolution.
 - c. All parties attempt resolution in good faith and are willing to hear all viewpoints prior to a resolution being agreed upon.
3. All complaints must follow the Complaints and Concerns Procedures appropriate to the level of complaint.
4. The Complaints and Concerns Procedures will be highlighted to the school community at least once a year through the school newsletter and are available on the school website.

ASSOCIATED POLICIES/PROCEDURES/HANDBOOKSEmployment Agreements

- Primary Principals' Collective Agreement
- Primary Principals' (PPCB) Collective Agreement
- Primary Teachers' Collective Agreement
- Support Staff in Schools' Collective Agreement

Guidelines

- Standards for the Teaching Profession
- Code of Professional Responsibility

School Policies, Procedures, and Other Documents

- Anti-Discrimination Policy
- Behaviour Management Policy
- Child Protection Policy
- Complaints and Concerns Procedures
- Health and Safety Policy
- Tiriti o Waitangi/Treaty of Waitangi Policy

Ratification date: 20 February 2024

Review date: Term 1 (February/March) 2026

Presiding Member

Principal