

**HOKOWHITU SCHOOL COMPLAINTS AND CONCERNS POLICY (2026)****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 school'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 and concerns must be addressed in accordance with the Complaints and Concerns Procedures.
4. A complaint may be directed to the Board if it cannot be resolved at an operational level by the Principal or is about the School Board.
  - a. The Board shall advise its insurance agent of any such complaint.
  - b. Should the complaint relate to the Principal or a policy violation, the Board in the first instance will consider whether this may be dealt with in an informal manner.
  - c. Where the Board considers the degree and seriousness of the complaint or any violation sufficient to warrant initiating a disciplinary or competency process, it shall seek advice from the NZSBA in the first instance to ensure due process is followed.
5. The Principal will report to the Board on any areas of concern that emerge from complaints that are resolved at an operational level.
6. The Complaints and Concerns Procedure will be highlighted to the school community at least once a year through the school newsletter and is available on the school website.

**ASSOCIATED POLICIES/PROCEDURES/HANDBOOKS****Employment 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 Procedure
- Health and Safety Policy
- Tiriti o Waitangi/Treaty of Waitangi Policy

**APPROVAL DETAILS**

Review frequency: Two yearly  
Ratification date: 5 May 2026  
Review date: Term 1 (March) 2028



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Presiding Member



Principal