



Waitoki School

Complaints Policy

Purpose:

The Waitoki School Board of Trustees is committed to dealing with complaints in a systematic, fair and professional manner.

Objectives:

1. The safety of students, staff, parents/caregivers and community is paramount in considering the appropriate complaints procedure to be followed. If there is any potential risk, particularly to a student and/or staff member's safety, the procedure may be overridden.
2. All complaints will be dealt with confidentially and at the appropriate level.
3. The school will make a genuine effort to resolve promptly all concerns and complaints – verbal or written.
4. Students, parents/caregivers and staff will be informed of school procedure relating to the handling of complaints on an annual basis in an appropriate manner.
5. All complaints will be dealt with in accordance with the principles of natural justice and any relevant legislation.
6. The Board of Trustees may delegate complaints they receive to the Principal for resolution.
7. The Principal will promptly advise the Board of Trustees of any complaints that are unable to be resolved or pose a serious risk to the efficient operation of the school.
8. Board or staff members with conflicts of interest should exclude themselves from participating in the complaints procedure.
9. This policy will be reviewed every year in accordance with the Waitoki School policy schedule.

This policy is ratified by the Waitoki School Board of Trustees

Policy adopted at BOT meeting on

✓Chairperson: _____

✓Principal:

Next review date – refer Policy and Procedure Review Schedule.