



Complaints Policy: School Community

Rationale:

Te Puna Wai o Waipapa – Hagley College’s values are central to everyone in our school: whakawhirinaki [trust], whakamarumaru [responsibility], tika [integrity], mana [respect]. The College actively promotes a positive culture where students and staff are expected to engage in respectful relationships with each other. We value a restorative approach in resolving concerns or complaints.

We respect complaints that may be raised by parents or caregivers, students and community members. We are keen to listen and learn from any valid concerns raised to make our school a safer and stronger environment.

This policy is intended for our school community: parent/caregiver/whānau, student, member of the community.

Objectives:

- To ensure supportive action – the focus is on positive resolution
- To ensure that a problem, concern or complaint is investigated sensitively, objectively and in a timely way
- To have clear procedures/guidelines about how a concern or complaint can be raised
- To be impartial and consistent

Guidelines:

1. Our procedure aims to solve concerns or problems , either through a meeting(s) between the persons concerned, or, if this is not an appropriate step, with a meeting with a member of the Senior Leadership Team. Even if the issue is resolved informally, we will document the outcome.

2. Take your concern to the appropriate person at the earliest possible convenient time. If you are not sure whom to go to, start with your child's tutor.
They will help you identify the best place to start.
3. Take your concern directly to the school, not via social media.
4. In keeping with our values, the concern or complaint will be managed in a restorative manner in which we work together in good faith to resolve the matter. We will keep a record of the concern or complaint and the outcome.
5. If the concern or complaint is not resolved and you want it investigated further, put your complaint in writing to a member of the Senior Leadership Team.

Related documentation:

- Harassment Prevention and Response Policy

Approved by: _____

Melanie Morris



Designation: _____

Presiding Member

Date Approved: _____

27/6/23

Review Date: _____

June 2025