
Carmel College Operational Policy 02: Complaints Policy

Our college is the Catholic Church in action, an authentic expression of the Church's mission. Therefore, our role as a Catholic college, is, above all, to be a place where every member of this learning community can encounter the living God and our focus is on helping to form Christ in the lives of others. We do this through the Catholic and Mercy traditions.

RATIONALE:

In order to ensure the best educational outcomes for students and to facilitate confidence in college processes, it is important that concerns and complaints by students, staff, parents/caregivers and members of the community are resolved as quickly as possible and in a fair and consistent manner.

GUIDELINES:

1. The college will make every effort to resolve all concerns and complaints, which may manifest themselves in various forms and through various channels.
2. Concerns will normally follow the process set out in the Complaints Procedures unless they are culturally specific circumstances that require a different process.
3. Formal complaints must be made in writing and signed by the complainant. They should be addressed to the Principal who will follow the process set out in the Procedure for making a Formal Complaint.
4. Legal requirements and the relevant conditions of any related current employment contracts will be adhered to. For some issues, outside mediation may be sought.
5. The Board of Trustees will only become actively involved when the issue is serious, if it relates to the Principal or if it is unresolved between the Principal and the complainant. In such cases, a properly constituted sub-committee of the Board should undertake further investigation of the complaint and initiate any actions it deems appropriate.

This policy is to be read in conjunction with the following legislation:

- ✚ Privacy Act, 1991
- ✚ Education Act 1989
- ✚ Employment Relations Act 2000 - Collective Employment Agreements (teaching and non-teaching staff)
- ✚ Human Rights Act 1993
- ✚ Protected Disclosures Act 2000
- ✚ State Sector Act 1988
- ✚ New Zealand Teachers Council (Making Reports and Complaints) Rules 2004

National Administration Guideline 3:

According to the legislation on employment and personnel matters, each board of trustees is required in particular to:

- ✚ Develop and implement personnel and industrial policies, within policy and procedural frameworks set by the Government from time to time, which promote high levels of staff performance, use education resources effectively and recognise the needs of the students;
- ✚ Be a good employer as defined by the State Sector Act 1988 and comply with the conditions contained in employment contracts applying to teaching and non-teaching staff.
- ✚ All current collective and individual employment contracts.

This policy is to be read in conjunction with the following procedures:

- † The Carmel College complaints procedure
- † The Carmel College protected disclosure procedure

This policy is to be read in conjunction with the following MOE guidelines:

- † Bullying and prevention responses: a guideline for schools.
<http://www.education.govt.nz/assets/Documents/School/Bullying-prevention/MOEBullyingGuide2015Web.pdf>

Approved by the Board of Trustees at the meeting held on _____ 20_____

Chair: _____

Ray Webb

NEXT REVIEW SCHEDULED: no later than December, 2017