

ST DOMINIC'S CATHOLIC COLLEGE

NAG 3: 307 COMPLAINTS POLICY

RATIONALE

The St Dominic's Catholic College Board of Trustees will respond to concerns and complaints in a just and consistent manner and in accordance with the relevant employment contracts, legislation and the College's code of conduct. It is essential that the community be assured that concerns and complaints will be dealt with appropriately.

PURPOSES

1. To ensure the Catholic Special Character of the College is maintained and enhanced.
2. To provide a means for the handling of complaints with the aim of achieving resolution of any conflict in a way that is fair to all parties.
3. To ensure consistency when dealing with complaints
4. To deal with complaints in line with the set procedures
5. To put in place corrective or disciplinary action

GUIDELINES

1. Concerns raised with staff will be directed to the appropriate person. The matter will be investigated and if possible resolution achieved in a manner acceptable to all parties.
2. It is preferred that complaints should be made in writing, but the College is open to accepting verbal complaints in certain circumstances.
3. Receipt of formal complaints will be acknowledged within a timely manner and the complainant directed to the College Complaints Policy and Procedures available on the website.
4. Complaints of a serious nature including complaints against staff members made by members of the public, students, parents or caregivers to any trustee or other staff member, must be immediately referred to the Principal as the professional leader and manager of the school. The College insurers will also be advised in the first instance when a formal or serious complaint is received.
5. Other parties are informed at the Principal's discretion and appropriate action taken at that point as required.
6. Formal complaints are assigned to an appropriate investigative officer. They are responsible for any further communication with the complainant. Trustees or other staff members must not engage in any further communication with the complainant.
7. Any staff member who is the subject of a complaint will be advised of their right to be represented or supported by another person of their choice.
8. In dealing with any complaint the College will act in accordance with the relevant conditions of the current employment agreement(s).
9. Where appropriate outside mediation may be sought from organisations such as NZSTA, PPTA, NZEI etc.
10. Complainants are informed by the Principal or nominated investigating officer, as appropriate, of the outcomes of the complaint. Where it has not been possible to resolve the complaint, the complainant may make a formal complaint to the Board of Trustees.
11. When the written complaint is received by the Board of Trustees a panel will be formed. A meeting will be held to gather the facts of the matter and professional advice will be sought if appropriate. The panel members will be briefed prior to the meeting. After discussion a decision will be made. This decision will be reported to the full Board and the Chairperson of the Board of Trustees will communicate the decision to the complainant.
12. In cases of complaint against the Principal which remains unresolved in the first instance, a formal written complaint must be made to the Board of Trustees Chairperson. The Chairperson of the Board will seek professional advice and follow the procedures of the Principal's employment agreement.
13. In all cases the Board, in dealing with complaints, will act as a good employer.
14. Any member of the Board of Trustees who is personally involved in a complaint shall take no part in the discussion, but may submit a written statement on the matter.
15. Where the complainant is a fellow staff member, the action which initiated the complaint shall be retained by the Principal in a secure file.

Ratified by Board:

M O'Brien

30/4/2018

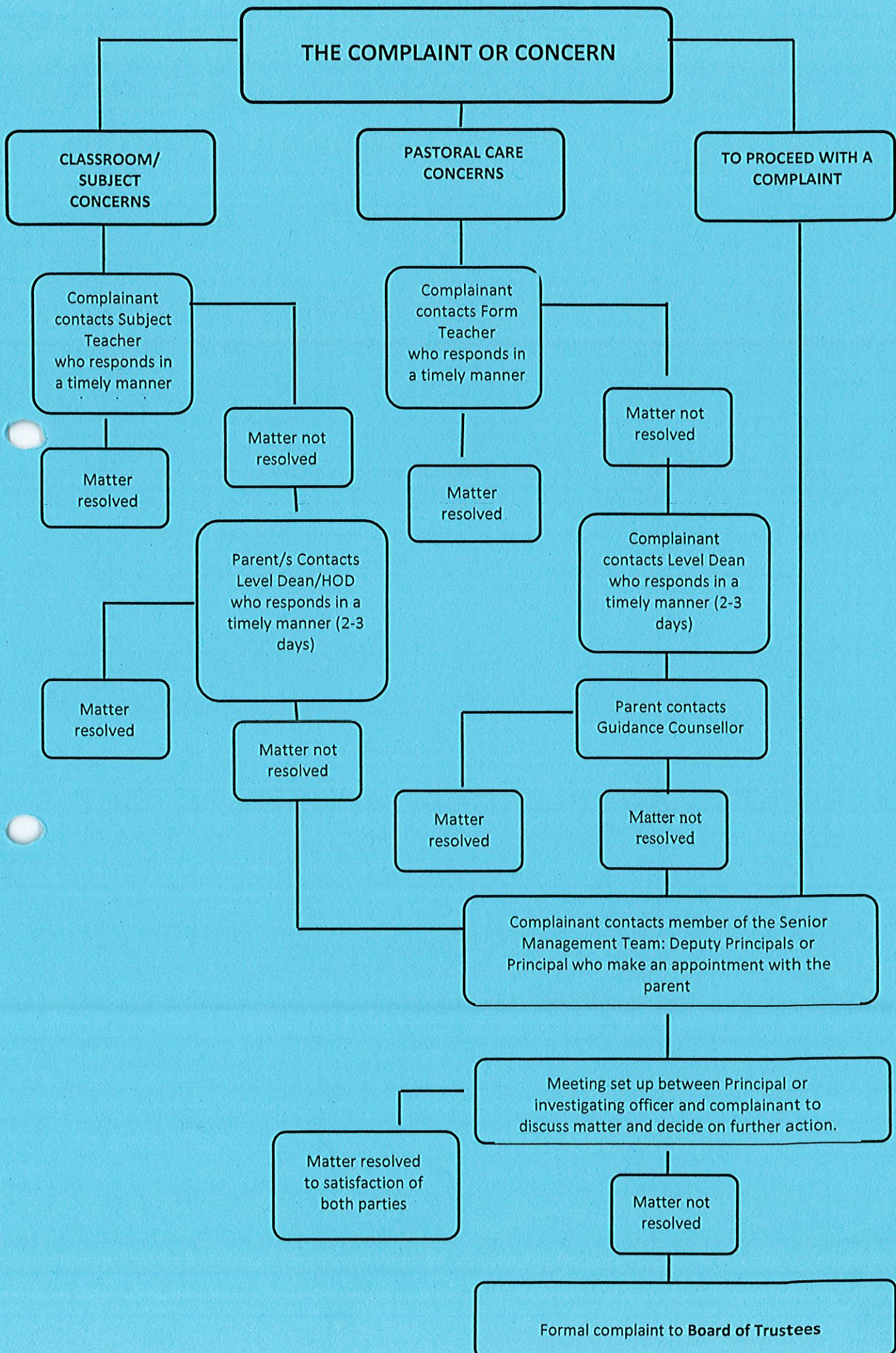
Signed by Chairperson

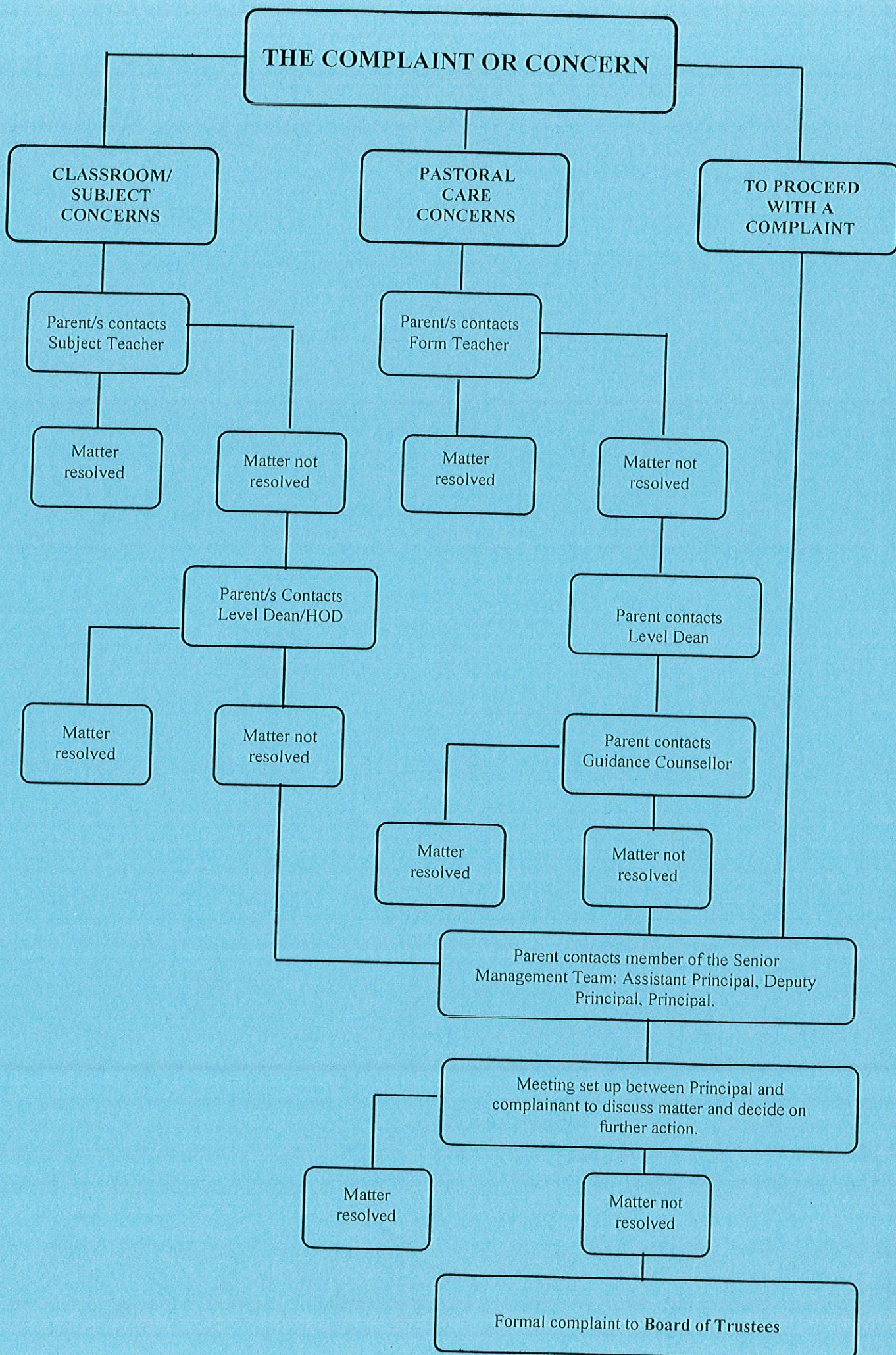
Board of Trustees

Date:

PHASE 1

THE COMPLAINT OR CONCERN





COMPLAINTS AGAINST STAFF

