

NAPIER BOYS' HIGH SCHOOL - COMPLAINTS POLICY

Date Adopted: 17 December 2012

Reviewed and Adopted: 7 November 2016

Rationale:

The complaints policy is intended to provide a clearly laid out process for dealing with and resolving complaints against staff, students or anyone acting in the name of the Board. This policy and its procedures is intended to ensure fairness to all parties.

General Guidelines:

Complaints wherever practicable should be provided in writing.

All complaints should be forwarded to the Headmaster in the first instance. If the complaint is against the Headmaster, then the Board Chair shall receive the complaint and this complaints policy should be interpreted accordingly.

Any complaint will be subject to the following consideration:

- 1 Whether the complaint is within the jurisdiction of the school and is properly capable of being addressed by the school.
- 2 Whether informal resolution is possible by discussion or other agreed means.
- 3 Determination of the appropriate procedure depending on the nature of the complaint and the identity of the person(s) being complained about. These options are set out under the complaint procedures.

The existence of the complaints procedure shall be notified to parents, staff and students at the start of each school year to ensure awareness of the procedures and access to them.

Initial Complaint Procedures:

The Headmaster (or Board Chair as appropriate) shall review the complaint in the first instance and shall:

- 1 Acknowledge receipt of the complaint and outline the proposed process to the complainant.
- 2 Undertake an initial investigation if appropriate to ascertain the nature and/or validity of the complaint, this may involve interviewing the complainant or other witnesses. A record should be kept of all interviews and information gathered.

If, after initial investigation, it is determined that the complaint is vexatious or without substance, then the complainant will be advised in writing and given the opportunity to request the matter be reconsidered by the Board of Trustees who will establish a sub-committee to undertake a review. The sub-committee shall review the material presented to it and other relevant information before notifying the complainant in writing of its decision. Where the sub-committee decides that the complaint should be considered, then the process for this consideration shall be set out in the written advice to the complainant.

The Headmaster may decide to attempt to resolve the complaint informally where appropriate, including:

- 1 Undertaking an investigation in order to ascertain the nature of the facts and attempt to facilitate a resolution satisfactory to the complainant.
- 2 Engaging a mediator or services of an externally qualified person to assist with resolution.
- 3 Where the complaint is resolved to the satisfaction of the parties through this informal process, then the resolution will be recorded and a written report will be provided to the Board of Trustees.

Where the complaint is of such a nature that it is determined that a more formal procedure is appropriate or where the facts are in dispute and not able to be resolved, then the Headmaster will initiate a formal inquiry process and advise the complainant of the procedure to be followed. The process may involve one of the following:

- 1 Where the complaint is against a staff member, (including the Headmaster) then the investigation shall be carried out in accordance with the staff conduct and discipline policy.
- 2 Complaints against student(s) shall be dealt with in one of the following ways:
 - a. By referring to the appropriate teacher in charge and/or the school's internal student disciplinary procedures.
 - b. The Headmaster invoking the stand down or suspension procedures within the Education Act.
 - c. By an alternative agreed procedure including a combination of the above.
- 3 Where the complaint involves the hostel, then the process shall be in accordance with the appropriate hostel complaints procedure.
- 4 Complaints against the Board, a member of the Board of Trustees or involving school systems or procedures, shall be referred to the Board and dealt with in accordance with these procedures.

Formal Investigation:

Where a complaint is to be formally investigated then the following principles shall be applied by those tasked with the responsibility:

- 1 The complainant shall be kept advised of the process and have the opportunity to respond to the accuracy (or otherwise) of information obtained during the inquiry process.
- 2 The observation of the principles of natural justice where any person may be detrimentally affected by the outcome of the inquiry.
- 3 The interviews of any witnesses shall be documented and all information collated as part of the inquiry wherever practicable is to be made available to those involved in the inquiry unless there is good reason to withhold information, such as maintaining the privacy of individuals.
- 4 Any inquiry shall be undertaken efficiently and without undue delay.
- 5 The outcome of any inquiry is to be recorded in writing and provided to the complainant and other parties whom it is considered have an interest in its outcome.

Complaints against the Headmaster:

- 1 Where there are matters which are causing concern with respect to the Headmaster, the complainant is encouraged to discuss concerns with the Headmaster in the first instance.
- 2 If the complainant is dissatisfied with the outcome of the meeting, or feels unable to approach the Headmaster, they may take the concern directly to the Chairperson of the Board of Trustees.
- 3 Procedures set out in this policy shall apply.

Complaints against Board Members (or the Board of Trustees):

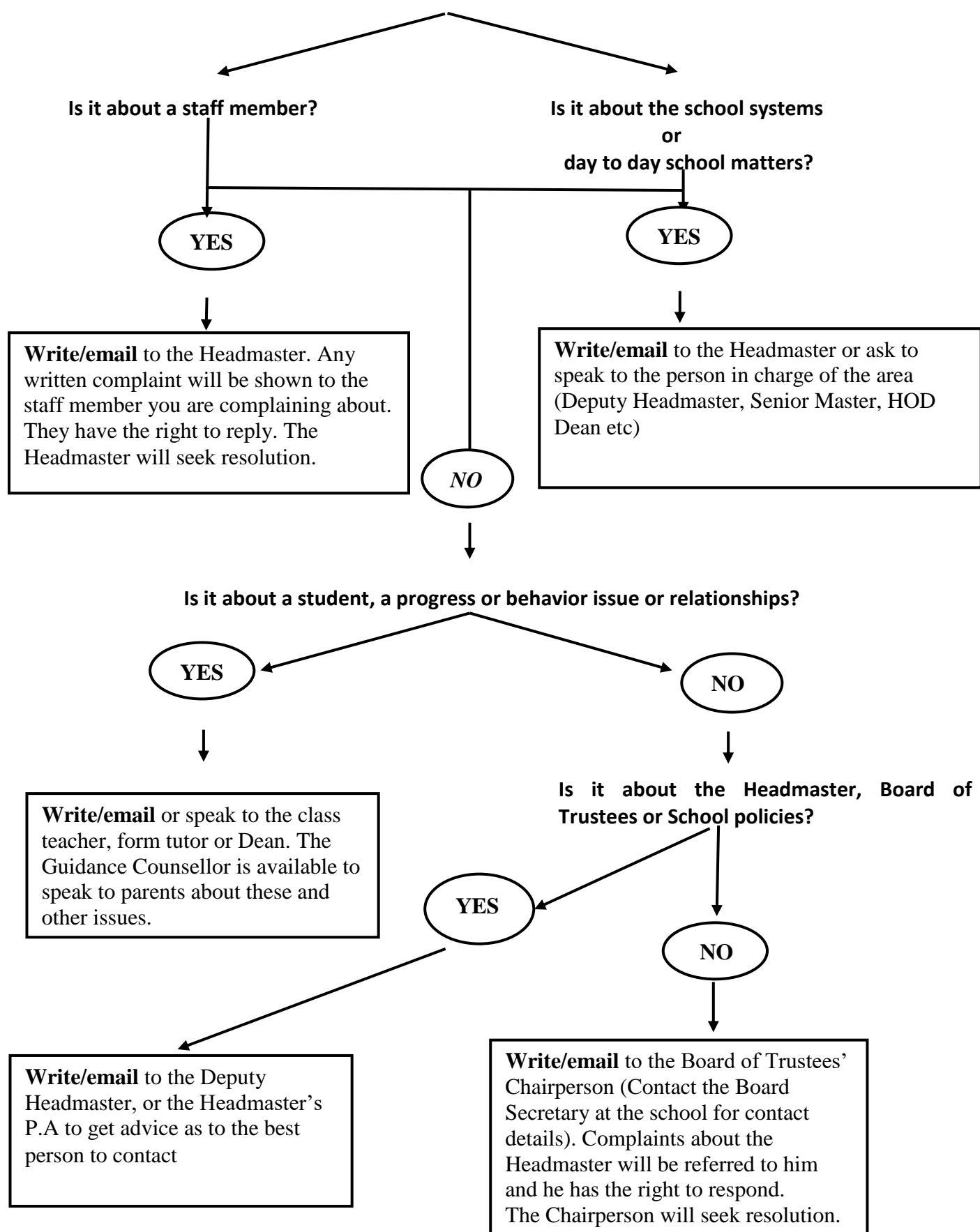
- 1 Complaints made with respect to the actions of a Board member(s), must be made in writing to the Chairman.
- 2 The Chairman (or delegated Sub-committee) will investigate the issue and report to the full Board of Trustees.
- 3 External agencies may be consulted in the process of the investigation.
- 4 Procedures set out in this policy shall apply.

COMPLAINTS FLOW CHART FOR PARENTS/STUDENTS

Supporting Policies: Complaints Policy & Complaints Procedures

We may not be able to solve your problem, but we do want to hear it and respond to you

YOU HAVE A COMPLAINT



ADVICE TO PARENTS/STUDENTS - What to do if you have a concern

Napier Boys' High School believes everyone has the right to have concerns heard and dealt with promptly and fairly.

A. If you have a concern, the suggested points of contact are:

A specific subject/class	—————→	contact the teacher directly
For more general issues, or if you don't want to contact a specific teacher		
Personal concerns	—————→	The Tutor
General progress, personal concerns	—————→	The House Dean
Subject concern	—————→	HoD of the subject concerned
Absences	—————→	Attendance Officer, Matron
Financial issues	—————→	The Financial Administrator, Mr Jones or Mrs Tully
Personal & family concerns	—————→	Guidance Counsellor, Mr Rob Silver
Staff performance or conduct	—————→	Senior Management, - Mr Bertram, Mr Smith, Mr Whyte, Mr Russell, Mr Boulton Mr Barker (Hostel)
International student concerns	—————→	Mr Cameron, Guidance Counsellor – Mr Rob Silver (See*)
Hostel issues (see Appendix II)	—————→	Head of Hostel, Headmaster or the Scinde House Committee Chair
Careers & course selection	—————→	HoD Careers Ed. - Ms Laurs or or a year group Dean

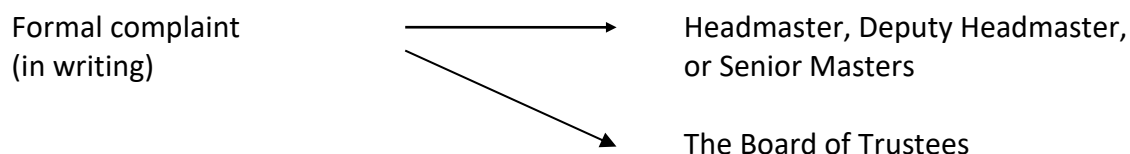
OR CONTACT

The Senior Management Team:

Mr Bertram, Mr Smith, Mr Whyte, Mr Russell, Mr Boulton

Please telephone the staff member via the school office. You may need to leave a message with a contact number, and the times when you can be contacted. The staff member will reply to you as soon as possible.

B. If you are not satisfied with the outcome of your enquiries, you can make a:



Any complaints to the BoT should be addressed to the Chairperson NBHS Board of Trustees, Chambers St Napier (marked *Private and Confidential*) and include all relevant details.

The Headmaster or the Board of Trustees will take all steps to resolve the issue and will provide a written response. If you would like to discuss the complaint in person you are welcome to request that. You are also welcome to have a support person with you at any discussions.

* The International Education Appeal Authority is an independent body that receives and adjudicates on complaints received from international students and may be consulted if required.
064 4 918 8390

C. If you have a concern or complaint about the practices of the Board of Trustees, you should:

1. Contact the Chairperson of the Board of Trustees or a Board member (the Board of Trustees secretary will give you contact information). The Chairman will investigate the issue and endeavour to resolve the concern.

2. Contact the School Trustees Association Head Office:

P O Box 5123

Wellington

Phone: 04 473 4955

Fax: 04 473 4706 Email :

<mailto:admin@nzsta.org.nz> admin@nzsta.org.nz

3. The Office of the Ombudsman - 0800802602

Supporting Documentation:

- Scinde House Complaints Procedure
- NBHS Protected Disclosures Policy
- NBHS Staff Discipline policy
- NBHS Staff Conduct policy
- NBHS Harassment Policy