



**Devon Intermediate School**  
*Te Kura Takawaenga o Ngāmotu*

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## **COMPLAINTS POLICY**

**No 307**

### **Rationale**

It is important that the school responds to complaints in a fair and consistent manner and in accordance with the relevant employment contracts, legislation, and the school's codes of conduct.

### **Policy Statement**

The policy is to:

1. ensure consistency when dealing with complaints.
2. deal with complaints in line with set procedures such as in Collective Agreements.
3. put in place corrective or disciplinary action where this is deemed appropriate.
4. safeguard the rights of both complainants and of staff or students involved.

### **Policy Guidelines**

1. Complaints may be made in writing or in person in the first instance to the relevant staff member or the principal.
2. Documentation will be stored in a complaints file which is held by the school in confidential storage.
3. Complaints of a serious nature should be directed to the principal.
4. Other parties will be informed at the principal's discretion and appropriate action taken at that point as required.
5. In cases of complaint against the principal which remains unresolved in the first instance, a formal written complaint may be made to the Board Presiding Member or in person.
6. Complainants are informed by the principal or Board Presiding Member of the outcomes of the complaint inquiry or hearing.
7. Where appropriate outside mediation may be sought from organisations such as NZSTA, PPTA, NZEI etc.
8. In dealing with any complaint the school will act in accordance with the relevant conditions of the current employment agreement pertaining.
9. In all cases the Board in dealing with complaints will act as a good employer.
10. Complaints will be treated in the strictest confidence by the school and all rights respected. Where necessary the school will assist with any language issues or cultural sensitivities.

11. All employees against whom a complaint is made will be advised in writing of the nature of the complaint, the process of investigation and the availability of support.
12. The complaints policy will be published to the school community at least once each year through the school newsletter.

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Ratified by Board: 6 June 2023	Next Review: June 2026
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