



## **PROCEDURE: FORMAL COMPLAINTS**

See also:                      Harassment Procedure  
   Protected Disclosures Procedure  
   Privacy Procedure  
   Physical Restraint Procedure

Elim Christian College welcomes and encourages engagement with its parent community. Parents / Caregivers are welcome to meet and converse with teaching staff and the school leadership team. Such communication is essential to support student achievement and is not viewed as a formal complaint. It is hoped that such positive dialogue will address most matters concerning a child's education.

For any matter that requires a more formal procedure directly involving members of the school leadership team – the following guidelines apply:

### **Guidelines**

1. Formal complaints should be made in writing, or in person, to: Deputy Principal (Botany) Campus Lead (Mt Albert Campus) or Assistant Lead (Junior Years Golflands Campus) or Middle Years Lead (Golflands Campus). If any of these people are the focus of the complaint, the matter is reported to the Principal, Murray Burton.
2. Documentation concerning a formal complaint is confidential and maintained in a complaints file. This file is maintained by the Principal's PA. All documentation should be forwarded to the PA, this includes the complaint and subsequent communications pertaining to the complaint.
3. The Formal Complaints Procedure flow chart will be followed.
4. In cases of formal complaint against the principal, a formal written complaint should be made to the B.O.T. Chairperson
5. If required, outside mediation will be encouraged in accordance with the special character of the school.
6. References: (1) Current employment agreement, ie. Clause 2.4 of the Area School's Teachers CEC. (2) NZSTA Good employer guidelines.
7. All complaints including specific incidents of harassment will be:
  - (a) Acknowledged within 24 hours of receipt.
  - (b) An investigation commenced within 48 hours.
  - (c) A timeline will be published for beyond five working days.