

# HIWINUI SCHOOL

## Procedure for: Handling of Complaints Policy

Policy No. 304

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### Complaints Procedure for Adults:

1. Oral complaint delivered to staff.
  - \* If regarding School Management concerns: Discussion needs to be set with person or persons.
  - \* If regarding Governance (B.O.T.) concerns: The matter should be recorded immediately for accuracy purposes and referred to the Board of Trustees.
  
2. Oral complaint delivered to Board of Trustees.
  - \* If regarding Governance (B.O.T.) concerns: Immediate confidential discussion takes place to ensure the B.O.T. member fully understands the complaint, and it is also recorded for accuracy. Every effort should be made to resolve the situation in a timely fashion should this be appropriate. If not possible, the complainant should either:
    - a. Refer the matter to the Board of Trustees in writing, upon which it would be discussed at the next meeting.
    - or b. Arrange through the Board of Trustees Chairperson to bring the matter in person to a Board of Trustees meeting.Discernment and sensitivity should be exercised when deciding if B.O.T. individual members and/or the Principal should be pre-informed.
  - \* If regarding School Management concerns: The matter should be recorded immediately for accuracy purposes and referred to the Principal. The person making the complaint should be strongly encouraged to contact the Principal personally, or in writing.
  
3. Written Complaints.
  - \* To be dealt with in the same manner as an oral complaint but with the following additions:
    - a. Immediate contact is to be made with the writer, acknowledging receipt of the letter and giving an assurance that the matter will be looked into.
    - b. Following the next Board of Trustees meeting, contact is to be made with the writer, updating progress. A written reply is to be sent when the matter is resolved.

Note: (For persons both lodging and receiving a complaint.)

- Confidentiality is absolutely essential at all times.
- Sensitivity and discernment regarding all possible factors and people involved is paramount.

*See attached flow chart.*

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Reviewed by: Brenda Leigh

## Handling of Complaints Flowchart

