



**Sacred Heart
Girls' College**
HAMILTON

POLICY 07 COMPLAINTS POLICY

The daily life of the College will be permeated with the values of Jesus Christ and the teachings of the Catholic Church. Special links will be maintained with the Sisters of Our Lady of the Missions as the College Founders and their special charism reinforced in the College.

1.0 Purpose and Scope

Sacred Heart Girls' College (the College) recognises the importance of the concerns and complaints of students, staff, parents/whānau and members of the School community are acknowledged and resolved in order to assure the best educational outcomes for students and facilitate confidence in school processes. The Principal has the main responsibility for ensuring the correct process is being followed to resolve the concern or complaints.

- 1.1 The College is committed to resolving complaints received, and recognises the rights of complainants to have their complaint dealt with fairly, effectively and efficiently.
- 1.2 The complaints handling procedure recognises the need to be equitable, objective and unbiased to both the complainant and the school or personnel against whom the complaint is made.
- 1.3 The College will ensure that all persons who may be the first point of receipt of the concerns or complaints are made aware of the College's procedures.

2.0 Guidelines

- 2.1 The College will make a genuine effort to resolve all matters of concern brought to their attention, by conversation with someone at school or in a written form, such as letter or email.
- 2.2 Concerns will normally follow the process set out in the Sacred Heart Girls' College Procedure for Concerns (Appendix 1) unless there are culturally specific circumstances that require a different process.
- 2.3 Judgment about who should deal with a concern will be made by the recipient when the concern is received, and appropriate steps taken in accordance with THE SACRED HEART GIRLS' COLLEGE Appreciation or Complaints Process (link below).
- 2.4 Formal complaints must be made in writing and must be addressed to the Principal who will follow the process set out in the Sacred Heart Girls' College Procedure for Making a Formal Complaint (Appendix 2).
- 2.5 The Principal will report all serious complaints to the Chairperson of the Board of Trustees. All enquiries carried out by the College in relation to complaints will follow the principles of natural justice. Legal requirements and the procedures of any related employment contracts will be adhered to. Complainants have a right of appeal to the Board of Trustees if dissatisfied with the outcome of the complaints process.
- 2.6 A copy of the SACRED HEART GIRLS' COLLEGE Appreciation or Complaints Process is available from the School website (link below) and from the school office.

This policy must be read in conjunction with the Sacred Heart Girls' College Procedure for Concerns (APPENDIX 1), the Sacred Heart Girls' College Procedure for Making a Formal Complaint (APPENDIX 2) and the SACRED HEART GIRLS' COLLEGE Appreciation or Complaints Process.

APPENDIX 1

PROCEDURE FOR CONCERN BY STUDENTS AND PARENTS

For Students

Students are encouraged to talk directly to their teachers whenever a problem arises. They should approach the teacher at a suitable time (e.g. at the end of the lesson). Issues dealt with as soon as they occur are usually straightforward to solve. However, if the concern is not resolved, students should approach their Dean, or another adult who they trust, such as their CCM Companion or Ako Learning Mentor, for support and guidance.

For Parents/ Whānau

Classroom Issues

(i) If you have a concern about a classroom matter you should firstly try to contact the class teacher and discuss the matter with her/him. Do this by phoning the school office (07) 856-7874, or by writing to the teacher concerned. Teachers are unlikely to be available to answer calls, since they will normally be teaching. A message should be left with the school office asking the teacher to return your call.

(ii) Teachers will, wherever possible, return calls by the end of the next school day. You should ensure that you leave information with the school office about how and when to contact you. Contact phone numbers should also be included if the concern has been made in writing. The school will endeavour to respond to written concerns within three working days.

(iii) If the response provided by the teacher does not resolve your concerns, please refer to the SACRED HEART GIRLS' COLLEGE Appreciation Concerns or Complaints Process for next steps.

(iv) If the response provided by the school does not fully address your concerns, you may wish to take the matter further by making a formal complaint (APPENDIX 2).

Other Concerns

If you have a concern about a matter which you do not feel able to discuss with the teacher directly or which does not involve a particular teacher, you may phone or email the school directly and you will be put in touch with the most suitable person to deal with your concern. The email address is hearts@shgcham.school.nz.

APPENDIX 2

PROCEDURE FOR MAKING A FORMAL COMPLAINT

If you are not satisfied with the School's response to your concerns, having followed the Sacred Heart Girls' College Appreciation or Complaints Process, or you wish to make a formal complaint, follow the steps below:

1. Write down your complaint giving details of what it is you are complaining about. Include details of efforts that have been made to resolve the matter. Include your name and contact phone number. Anonymous complaints will not be accepted and no action will be taken.

2. Address your written complaint to the Principal (or to the Acting Principal if the Principal is on leave). Ask for assistance at the school office if you are unsure how to go about delivering your complaint. Verbal complaints, either to individual Board members or members of staff, including the Principal, will not be accepted and no action will be taken.
3. When the Principal receives a complaint, she will discuss the matter with you before deciding what further action should be taken. You may have a support person with you when you discuss the complaint.
4. The complaint will be investigated by talking to the person or relevant people about whom the complaint has been made and interviewing anybody else who may have had a part to play in the incident. Written statements will normally be taken.
5. The Principal will decide what steps will be taken as a result of the investigation and will ensure that a record of the process is kept.
6. You will be informed of the outcome of the investigation.
7. Depending on the nature of the complaint, the matter may be referred to the Board of Trustees for consideration and action.
8. Generally, complaints will be treated in confidence. However, in the interests of natural justice, any persons included in a complaint must have the opportunity to hear all details about the complaint and reply to it. They may also be accompanied by a support person during discussion of the complaint.
9. If you are dissatisfied with the outcome of the complaint, you may write to the Board of Trustees for a review of the complaint. A review should be completed by the Board within 28 days of the referral.

REVIEW:

This policy shall be reviewed by the Board of Trustees

Review schedule: March Triennially

Review next due: March 2021

REFERENCES:

- Sacred Heart Girls' College Procedure for Concern
- Sacred Heart Girls' College Procedure for Making a Formal Complaint
- Sacred Heart Girls' College Appreciation or Complaints Process
<https://shgcham.school.nz/cms/wp-content/uploads/2015/06/SACRED-HEART-GIRLS-COLLEGE-Appreciation-or-Complaints-Process.pdf>

Approved by the Board of Trustees at the meeting held on 23/9 2019



CHAIRPERSON