



CONCERNS AND COMPLAINTS POLICY

Outcome statement

All complaints, concerns and incidents are attended to promptly, respectfully, restoratively and professionally, honouring the human dignity and equality of all involved, and seek to bring effective resolution to all parties concerned.

Scoping

In order to maintain a safe and comfortable environment for all students | ākonga, staff | kaimahi, and visitors | manuhiri, an accessible procedure for handling complaints and grievances will be implemented and maintained to provide an open and fair way of resolving issues and will comply with all relevant legislation.

Delegations

The board delegates to the principal | tumuaki full responsibility of ensuring processes are in place and operating effectively and adequately. In the event of a complaint or grievance concerning the principal | tumuaki, responsibility lies with the board.

Expectations and limitations

In complying with the policy, the principal | tumuaki shall not fail to:

- Ensure the equality of all people is acknowledged and their human dignity maintained when following all concerns and complaints procedures
- Implement and maintain robust procedures to meet the policy requirements
- Ensure that the process for complaints or grievances is clearly communicated and posted on the school | kura website (if applicable)
- Ensure that the complainant has previously followed the school's | kura's concerns and complaints procedure before escalating to board level

Should the board receive a complaint regarding the principal | tumuaki or determine that any policy violation may have occurred, the board in the first instance will consider whether this may be dealt with in an informal manner (as per the employment agreement provisions that apply to the principal | tumuaki).

Where the board is to investigate and work to resolve the complaint, the board will:

- Confirm any conflicts of interest (actual or perceived) are declared and recorded in board minutes or complaints register. Any conflicted board members must not participate in further discussions or decision-making processes.
- Assign responsibility to a delegated person or committee.
- Set the committee's terms of reference, including clearly stating what they are to investigate and whether they have the authority to decide on behalf of your board or if they need to bring recommendations back to the board for agreement.
- Record any correspondence to the board as inward correspondence but note it as public-excluded business. This includes a complaint that may be referred to the principal | tumuaki.

- Ensure the privacy of any identifiable individuals in the complaint documentation and process is protected.
- At this stage, to minimise future conflicts of interest, the presiding member may decide to share a summary of the complaint rather than the whole complaint with the board.

If a complaint exhibits unreasonable conduct either through their behaviour or, because of its nature or frequency, raises substantial health, safety, resource or equity issues for the people involved in the complaint process, the board will advise the complainant that further communication with them will cease and that they have the right to take their complaint to The Office of the Ombudsman.

Once the board is satisfied that it has made every effort to find a satisfactory resolution that works for everyone or that no workable resolution is obtainable, the complaint will be closed. The board will consult with NZSBA should no workable solution be obtainable.

Should the complainant raise issue with the outcome of the complaint then it will be dealt with as a new complaint rather than as a reconsideration of the previous issue.

If practicable, the board will create a committee of unconflicted board members (anyone who was not originally conflicted and did not partake in the original resolution process) to review the board's resolution process. This committee will review the board's compliance with policy and the resolution process. The committee will only look at a potential review of the complaint outcomes if the original complaint handling does not comply with policy. Should the complainant remain unsatisfied with the outcome or the process followed with this review, they have the right to take the matter to the Office of the Ombudsman.

Where the board considers the degree and seriousness of the concern or any violation sufficient to warrant initiating a disciplinary or competency process, the board shall seek the support and advice in the first instance from an NZSBA adviser to ensure due process is followed.

Should the board receive a complaint about historic abuse or harm, it should refer to the National Office for Professional Standards of the Catholic Church in Aotearoa New Zealand guidelines.

The board shall advise its insurance agent of any complaint escalated to the board.

Once the dispute Resolution Scheme comes into effect, in the event that a serious dispute is not able to be resolved, the board shall advise the parent of their right to apply to the Chief Referee for the dispute to be resolved by a dispute resolution panel.

Procedures/supporting documentation

Parent and staff concerns and complaints process – C4 – NZBTA

[Governance framework](#)

[Principles of Catholic Social Teaching](#)

[National Office for Professional Standards of the Catholic Church of Aotearoa New Zealand](#)

Monitoring

The principal shall maintain a register of complaints and resolutions and report to the board at least quarterly per annum outlining numbers of complaints, resolution success figures and any areas of concern for board deliberation.

Legislative compliance

[Education and Training Act 2020](#)

Relevant employment agreements

Relevant professional standards

Approved 11 July 2025	Next Reviewed
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