



Katikati College

Concerns and Complaints Policy

RATIONALE:

All complaints, concerns and incidents are attended to promptly, respectfully and professionally and seek to bring effective resolution to all parties concerned. In order to maintain a safe and comfortable environment for all students, staff and visitors, 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 the responsibility of ensuring procedures are in place and operating effectively and adequately on a day to day basis regarding concerns and complaints they receive. In the event of a complaint or grievance addressed to the board or concerning the principal, responsibility lies with the board.

GUIDELINES:

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

- implement and maintain robust procedures to meet the policy requirements as seen in the attached flow chart. Review procedures annually.
- ensure that the process for complaints or grievances is clearly communicated to staff and the community.

The Board of Trustees has a dedicated email address for correspondence, and this will be monitored by the presiding member. They will ensure that:

- The complainant has previously followed the school's concerns and complaints procedure and that the complaint has been escalated to board level correctly.
- An appropriate process is initiated to respond to the complainant regarding receipt of the correspondence and any investigation of the complaint based on the context.
- All correspondence of this nature is to be tabled in board correspondence either in the public section or in the public excluded section depending on the privacy context. Delegations will be sought to carry out any actions by the board.
- Should the board receive a complaint regarding the principal 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). Delegations to carry out any further actions will be sought from the board.
- 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 NZSTA adviser to ensure due process is followed.
- Complaints relating to employment matters will be conducted in accordance with the relevant employment contract provisions.
- Refer to the attached board complaints checklist to ensure due process is followed.

Reviewed and Approved - September 2025

FLOW CHART:

(See separate document)

Board Complaints Checklist

Once a letter of complaint has been received, the presiding member should ensure the following process is followed:

		Notes/date completed
1.	Ensure the process has been followed as outlined in the concerns and complaints procedure or is a genuine complaint against the principal or board.	
2.	Verify with the principal that any staff (or others) identified in the complaint are aware of the situation and that there has been discussion and attempts to reconcile.	
3.	If the complaint or action is employment related or has potential industrial relations implications, contact the NZSBA employment advisory and support centre. For all other complaints, contact the NZSBA governance advisory and support centre.	
4.	Alert the school's insurance broker.	
5.	Acknowledge the letter of complaint within 7 days and advise the board process or redirect the complainant to principal or staff member as appropriate. Report to the board without names or detail at the next meeting.	
6.	Once confirmed as a complaint, forward it confidentially to all board members for consideration.	
7.	Board requests the principal to present full written report outlining all actions taken, advice received, meetings held, and justified decisions made.	
8.	Board determines whether the above fully satisfies them of full and fair process. If so, the board supports the principal and advises the complainant.	
9.	If not satisfied, the board meets and discusses in committee, determines whether to formally meet the complainant and delegates responsibility to trustee(s) as deemed appropriate.	
10.	Board delegates meet with the complainant and discuss the complaint more fully, verifies, investigates and clarifies. Support persons should be confirmed as welcome to attend.	
11.	Board delegates report back to full board and recommend actions/decisions.	
12.	Board takes appropriate actions, records and formally minutes decisions.	
13.	Board advises complainant in writing of its provisional decisions and factors considered in reaching them, within 21 days of complaint receipt, unless otherwise agreed by all parties. Complainant is given opportunity to comment before the board's final decision is reached and given.	
14.	Board endeavours to convene follow-up meeting within 1 month of step 9.	