



WAIMEA COLLEGE

Policies and Procedures

Procedure:

Complaints

Policy Reference:

NAG 3 – Employer Responsibilities

Guidelines

Definition of a complaint?

A complaint is a formal or informal expression of dissatisfaction about the standards of service, actions or lack of action by staff, or things directly affecting student achievement/wellbeing or staff wellbeing.

It may be made by any person if you think:

- you have not been treated satisfactorily (fairly, politely, promptly, to an acceptable standard);
- we have not done something we should have done; or
- we have done something poorly.

Procedure

There are two ways to initiate a complaint.

1. An informal complaint.
Usually verbal (a telephone call or face to face meeting to express concern, mild dissatisfaction or to request some specific (low-level, remedial) action. This will elicit a verbal response about action taken as a follow-up.
 - i. Contact (by telephone or meeting)
 - The Teacher
 - Year group Dean
 - Head of Department/Teacher in charge of subject
 - A Deputy Principal
 - Principal
 - ii. Explain the nature of the situation (specifics are helpful)
 - iii. Discuss how things can be remedied
 - iv. Agree on a course of action
 - v. Await implementation
 - vi. Initiate a follow-up discussion to confirm positive outcome

If an informal complaint has not been satisfactorily resolved (or has remained unresolved for an unacceptable length of time) then a **written complaint** clearly and objectively outlining the issue, problem or cause of dissatisfaction should be sent to:

- The Associate Principal
- The Principal
- The Chairperson of the Board of Trustees

Or

2. A formal complaint.

This should be in writing, addressed to the Principal or, if it is a complaint concerning the Principal, it should be addressed to the Chairperson of the Board of Trustees.

The complaint will be investigated by appropriate personnel (a meeting(s) may be necessary) and action will be taken or negotiated/agreed upon.

The action taken/to be taken that has been decided upon and any other relevant communication will be outlined in a letter of reply from the Principal and/or Chairperson.

Follow-up action and the written response from/through the Principal will be generally made within one week of remedial action being taken.

3. If Stage Two does not satisfactorily resolve the situation or the problem/issue recurs or you continue to be unhappy with the outcome then a letter to the Chairperson of the Board will initiate an investigation by the Board of Trustees.

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