



BOARD OF KAVANAGH COLLEGE

POLICY: CONCERNS AND COMPLAINTS

NAG 3

Purpose

All concerns and complaints are attended to promptly, respectfully and professionally and the College seeks to bring effective resolution to all parties concerned.

Policy Objectives

In order to maintain a safe and comfortable environment for all students, staff and visitors, an accessible procedure for handling concerns and complaints will be implemented and maintained to provide an open and fair way of seeking resolution which will comply with all relevant legislation and contractual obligations.

The Kavanagh College Procedure for Dealing with Concerns or Complaints is available on the school website <https://www.kavanagh.school.nz/about/Board-of-Kavanagh-College/school-policies/>.

Delegations

The Board delegates to the Principal full responsibility of ensuring processes are in place and are operating effectively and adequately. In the event of a concern or complaint regarding the Principal, the responsibility for seeking resolution lies with the Board.

Expectations and Limitations

In complying with the policy, the Principal must:

- implement and maintain robust procedures to meet the policy requirements
- ensure that the process for concerns and complaints is clearly communicated
- report to the Board

Monitoring and Reporting

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.

Ratified by Board:  Signed for Board

Date: 30th October 2019

Responsibility: Board of Kavanagh College

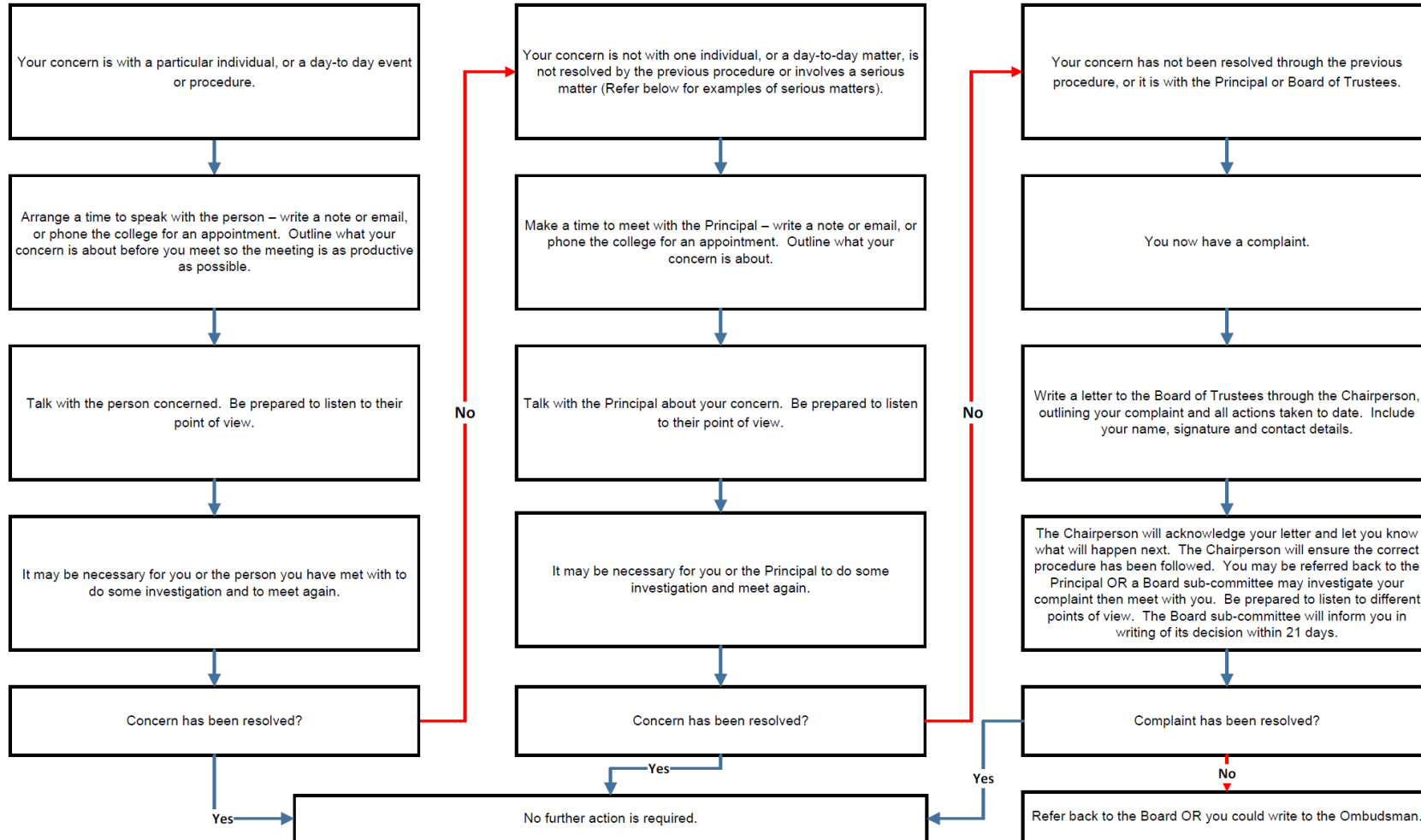
Reviewed: October 2019
Next review date: October 2022
Policy: NAG 3 Concerns and Complaints

Related Documents

- Flowchart Procedure for Dealing with Concerns and Complaints
- Board Complaints Checklist
- Protected Disclosures Policy

KAVANAGH COLLEGE PROCEDURE FOR DEALING WITH CONCERNS OR COMPLAINTS

When concerns from any member of the college community arise they will be handled promptly with care and sensitivity. Following this procedure will ensure that a fair resolution is reached. Everyone has a right to a support person throughout this procedure. We encourage resolution of concerns speedily by discussion at the lowest level within the college's structure. In the first place, speak to the most relevant staff member – class teacher, Dean, HOD, Assistant or Deputy Principal.



For more detail, refer to the Board of Trustees 'Concerns and Complaints Policy' on the college website. Examples of complaints involving serious matters may include theft of Board property, intentionally providing false information, conduct of a criminal nature, conduct of an indecent or sexual nature.