



**NAG 3 & 6
ADMINISTRATION & LEGISLATION
PERSONNEL**

COMPLAINTS POLICY

Rationale

The School will deal with all complaints in a fair, reasonable and timely manner.

Purpose

To establish a framework for dealing with complaints.

Guidelines

1. Each complaint will be dealt with in accordance with the relevant procedure.
2. The procedures are –
 - Complaints Procedure for Wilson School (flow chart)
 - Wilson School Board of Trustees Complaints Procedure
 - Wilson School Staff Disciplinary Procedures
3. The complaint procedure must have been followed before the Board will act on a complaint.
4. The Board of Trustees will be the final arbiter with regard to any and all complaints if resolution cannot be achieved to the satisfaction of all parties.
5. The Board of Trustees will seek appropriate advice from sources such as the NZSTA, Industrial Advisers, legal advisers before making a decision about a complaint.

Ratified:

BOT

Clavey

Principal:

J. Todd

Date:

30/07/2019

Review Date:

May 2021