



MICHAEL PARK SCHOOL AND KINDERGARTEN BOARD OPERATIONAL POLICY

CONCERNS & COMPLAINTS

Outcome Statement

All complaints, concerns and incidents are attended to promptly, respectfully and professionally and seek to bring effective resolution to all parties concerned.

Scoping

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 full responsibility of ensuring processes are in place and operating effectively and adequately. In the event of a complaint or grievance concerning the Principal, responsibility lies with the Board.

Expectations and limitations

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

- 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 website (if applicable)
- ensure that the complainant has previously followed the school's concerns and complaints procedure before escalating to Board level
- all complaints will be acknowledged within 7 days

A complaint cannot be anonymous as we are required to give the complainant a fair and reasonable opportunity to prepare for and respond to an inquiry process. *This does not apply in the case of a protected disclosure. See Protected Disclosure Policy.*

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

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, in the first instance, seek the support and advice from an NZSBA adviser or other qualified advisor to ensure due process is followed.

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

Concerns and complaints flow chart

Concerns and complaints procedure

Formal complaints procedure

Complaints record keeping procedure

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.

Policy type:	Board Operational Policy	NZSBA Governance Framework:	D9
Date reviewed:	19/05/2025	Signed for MPS Board:	

Concerns and complaints flowchart

Advice for students, staff, parents, whānau and community

