



COMPLAINTS POLICY

RATIONALE

Wesley College is committed to upholding the rights of boarders, staff and parents.

PURPOSE

The purpose of this policy is to provide guidelines for responding to formal and informal complaints received from boarders, staff and parents.

POLICY GUIDELINES

1. The Trust Board shall ensure there are procedures for responding to formal complaints made:
 - a. by boarders about Trust Board staff;
 - b. by parents about Trust Board staff;
 - c. by Trust Board staff about boarders;
 - d. by Trust Board staff about Trust Board staff;
 - e. by one boarder about (an)other boarder(s).
2. Boarders, parents and staff shall be informed of the procedures to be followed for laying a formal complaint.
3. A formal complaint shall be addressed in writing to the Principal.
4. (a) All formal complaints shall be properly investigated and the outcome shall be communicated in writing to the complainant.
(b) All complaints will be investigated promptly and either progress or final reporting made at the earliest possible occasion.
5. The person about whom the complaint is made is to be provided with a copy of the formal complaint and shall have the opportunity to respond to the concern expressed by the complainant within a reasonable time.
6. The investigation and action resulting from the investigation will comply with relevant Employment Agreements and other Legislation (where applicable).
7. Where the complaint is concerning the Principal the complaint shall be addressed to the General Secretary of the Trust Board.
8. In the case of a complaint about the Superintending Chaplain the procedures of the Methodist Church of New Zealand – Te Haahi Weteriana o Aotearoa shall be followed.
9. Where the complaint is about a member of the Chaplaincy Team, other than the Superintending Chaplain, the complaint will be investigated by the Principal.

This policy was adopted by the Wesley College Hostel Council on 16 September 2009.

This policy will be reviewed on or before the October Hostel Council meeting 2012.

Signed. Mr C Telford
CHAIRPERSON

16 September 2009