

PALMERSTON NORTH BOYS' HIGH SCHOOL COLLEGE HOUSE POLICY

Policy Title COMPLAINTS PROCEDURE

Related Regulations: Part 5 of Education (Hostels) 2005

Approved by: BOT

Date Effective: September 2021

Contact: Matthew Davidson

Review date: September 2024

Group: College House Sub-Committee

Reviewed by: College House Sub-Committee

Rationale

The Palmerston North Boys' High School's Mission Statement is to educate young men by challenging and extending them in academic, sporting and cultural activities to develop the required knowledge, skills, values and character they need to succeed in their lives. To assist in achieving this aim, a key element is the partnership between parents, students, staff and the hostel.

The Complaints Procedure will aid in ensuring that the rights, needs and obligations of all members of the College House community are addressed within the appropriate legislation while recognising the principle of natural justice.

Complaints about:

- The non-compliance of the Education (Hostel) Regulations or the conditions of the hostel license.

Complaints may be from:

- Students, parents, staff members and Board members.

Complaint needs to be:

- In writing or put into writing by the hostel owner or person representing the hostel owner as soon as practicable if the complaint cannot be put into writing.

All complaints must be addressed to the Hostel Manager in the first instance. If the complaint is in relation to the Hostel Manager, the complaint should then be addressed to the Rector of Palmerston North Boys' High School.

Procedure for resolving complaints:

1. Within 5 working days

The College House Sub-Committee of the Board of Trustees, or the person representing the College House Sub-Committee of the Board of Trustees will:

- Send an acknowledgement letter of receipt to the complainant. Inform the complainant of any relevant internal complaint procedures;
- Send a copy of all information held by College House that is or may be relevant to the complaint;
- Decide whether the complaint is justified in accordance with Regulation 69.

2. Within 10 working days after acknowledgement receipt of complaint

The College House Sub-Committee of the Board of Trustees or the person representing the College House Sub-Committee of the Board of Trustees will:

- Decide that the complaint is or is not justified or;
 - Decide that additional time is needed to investigate the complaint. In this case, the owner must determine how much additional time is required and decide as soon as practicable whether the complaint is justified.
3. After a decision is made, the College House Sub-Committee of the Board of Trustees must inform the complainant of:
- The reasons for the decision that the complaint is or is not justified and;
 - Any actions the owner proposes to take and;
 - Any procedure the owner has in place to enable consideration of an appeal by the complainant against the owner's decision on the complaint and;
 - The role of any relevant external agency that may be available to assist the complainant or to investigate the complaint if it is not resolved to the complainant's satisfaction.

Supporting Acts

- Privacy Act
- Employment Relations Act
- Education (Hostel) Regulations
- Vulnerable Children Act
- Protected Disclosures Act