



# *Villa Maria College*

TE WHARE O MERI  
LEARN TO PRIZE WHAT IS OF VALUE

## **Villa Maria College Complaints Procedure (To be read in conjunction with the Flowchart Procedures)**

The Board of Trustees works to provide a safe physical and emotional environment for staff and students at Villa Maria College.

Members of the school community are encouraged to communicate concerns directly where possible, to resolve matters fairly, with an aim of ensuring the best outcome for all concerned. We do ask however, that parents do not approach students (other than their own) when they have concerns, but approach the College for resolution.

The Board is unable to act on anonymous complaints.

When matters of concern arise, it is our aim to resolve these as quickly as possible. We are committed to respect between all parties and using good processes to address conflict before it becomes too serious. Good communication between all the relevant parties is the first step to resolution, however, if this does not provide a satisfactory outcome, the following guidelines will assist in directing your concerns.

### **For students and parents/whanau and staff with concerns:**

- You are encouraged to talk directly to the person concerned, whenever a problem arises. You should approach them at a suitable time, or if a staff member, make an appointment.
- If the concern is not resolved, you should approach the VG teacher, Head of Faculty or Head of House (depending on either the nature of the issue or the comfort level in talking to that person).
- Where necessary and helpful, the issue will be referred to a senior staff member for follow-up.
- At any time, you can also approach the Guidance Counsellor who can assist you in working through this process.
- If you wish to make a formal complaint, it needs to be in writing, giving full details of your complaint, what efforts have already been made to resolve the matter and include your contact details for a response.
- An investigation is likely to be conducted, and you can expect to be informed of the outcome of the investigation. While all care will be taken to ensure confidentiality throughout the process, the principles of natural justice will be observed.

- If at any time you are unhappy with the response, refer it to the Principal, or Board Chair where the complaint concerns the Principal. In that instance, a formal process is clearly laid out and will be carefully followed.
- When meeting with the Principal/Board Chair, you may bring a support person with you, and should expect records to be kept of the meeting.



*Villa Maria College*  
T E W H A R E O M E R I  
L E A R N T O P R I Z E W H A T I S O F V A L U E

## Complaints Procedures – Principal

### PURPOSE

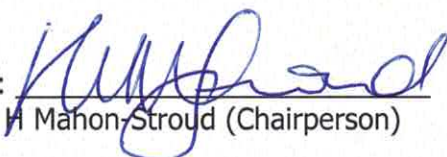
1. To ensure that all parties are able to express concerns to each other in the certainty that they will be listened to and considered seriously.
2. To provide parties with procedures by which complaints or concerns can be resolved.

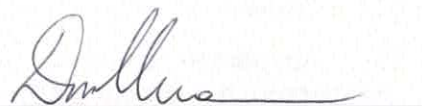
### GUIDELINES

#### Complaint or Concern

1. At an appropriate time the complainant (person with the complaint) approaches the Principal with their complaint or concern.
2. If a complainant believes that the Principal's handling of the complaint is negligent or has contravened College policy they submit a written complaint to the Board of Trustees.
3. The complaint must:
  - Relate to the Principal's management of the original complaint; or
  - Relate to the Principal contravening College policy; or
  - Relate to the Principal bringing the College into disrepute.
4. All written complaints received by the Board are registered on the Board's Inwards Correspondence and passed onto the Board Chairperson. A copy of the complaint will be given to the Principal.
5. The Board is unable to act on anonymous complaints.
6. The Board Chairperson writes to the complainant acknowledging the complaint has been received.
7. The chairperson convenes the Complaints Committee which consists of; the chairperson, the deputy chairperson, and a Proprietor's Trustee.
8. Any trustee with any personal involvement in the complaint takes no part in the discussion about the complaint.
9. The Complaints Committee may appoint an independent person not directly associated with the College to assist with the investigation.
10. The Committee is responsible for evaluating the complaint to ensure that it complies with the following criteria;
  - The complainant has approached the Principal regarding the issue, and
  - The complaint relates to the Principal's management of the original complaint, or
  - The complaint relates to the Principal contravening a College Policy, or
  - The complaint relates to the Principal bringing the College into disrepute.

11. If the complaint does not comply with the criteria above, the chairperson will write to the complainant advising them that the complaint has been negated.
12. If the complaint meets the criteria above the Complaints Committee is responsible for investigating the issue and developing a report on the substance of the complaint. The report may include one of the following recommendations;
  - Negating the complaints and taking no action;
  - Negating the complaint but altering College policy or procedures;
  - Upholding the complaint and altering College procedures or practices; or
  - Upholding the complaint and following formal disciplinary procedures outlined in the appropriate employment agreement.
13. A copy of the report is sent to the Principal who is advised to contact their local PPTA field officer and provide the Board of Trustee a written response within a reasonable time.
14. The committee report is tabled at the next Board meeting. All business concerning the complaint and action resulting from the complaint is held "in committee" and is recorded as such.
15. The Board will consider the recommendations contained in the report along with the response from respondent. The Board may decide to accept the response from the respondent or the report and its recommendations.
16. The chairperson informs the Principal of the Board's decision in writing.
17. The chairperson informs the complainant of the Board's decision to either "negate" or "uphold" the complaint in writing. As the matter relates to a College employee all other details relating to the Board's decision is confidential and is not disclosed.
18. All information relating to the complaint and complaint procedure is strictly confidential. All written information is securely stored for five years.
19. If an employee has information regarding serious wrongdoing within the College, they can make a protected disclosure using the School's procedure on Protected Disclosures.

Signed:   
H Mahon-Stroud (Chairperson)

  
D Brosnahan (Principal)

Date: 25 February 2016  
Reviewed: 8 March 2018