



# Pasadena Intermediate School

Term 3, 2018

## Complaints

The purpose of our complaints policy is to provide clear guidelines for the school community in raising and resolving concerns and complaints.

We have procedures in place that we follow to ensure that complaints are handled appropriately. Our procedures enable us to:

- maintain the best learning environment for our students
- resolve matters of concern early, if possible
- respond to feedback and concerns constructively
- deal with complaints fairly, effectively, and promptly
- take into account individual circumstances
- maintain confidentiality
- preserve school/community relationships and communication
- monitor and record complaints and concerns about student safety.

Most complaints can be resolved informally by discussions with the people concerned. See **Guidelines for Informal Complaints**. The school also has a procedure for making a **formal complaint** if informal discussion doesn't resolve the issue.

For complaints concerning harassment, see **Harassment**. For allegations of theft or fraud, see **Theft and Fraud Prevention**. School employees needing to make a protected disclosure, see **Protected Disclosure**.

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Generally, an anonymous complaint cannot be processed unless there is a sound legal reason for protecting the identity of the complainant.

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SchoolDocs appreciates the guidance of David Beck (david@sblaw.nz) of SB Law incorporating RA Fraser & Associates who reviewed the changes we made to the Complaints section as a result of our three yearly review. We recommend that the Board of Trustees seeks legal advice at the earliest stages of any serious complaint to ensure the correct process is followed.

Release history: **December 2015, 29 November 2014, 10 January 2013, 30 March 2010**

### IN THIS SECTION

**Guidelines for Informal Complaints**

**Formal Complaint**

**Investigate a Formal Complaint or Serious Allegation**

*Last reviewed in term 3, 2015.*