



Apii Te Uki Ou

Parents and Community Complaints Policy

CIAG # 3

Akakoro'anga (Purpose)

Te Uki Ou School recognises the importance of providing a forum and method by which complaints are lodged, processed, resolved and communicated. Everyone who comes in contact with the school has the opportunity to voice their concerns and when handled correctly the concerns raised can be an influential tool for continuous improvement.

Tumu Manako (Rationale)

- Inform parents of the process for lodging a complaint.
- Provide school staff and members of the Board of Governors with a framework for the handling of complaints.
- Maintain a written record of incidents of a serious nature.

Te au Kaveinga (Guidelines)

- Every concern or complaint is important and should be dealt with seriously and professionally.
- Recipients of a complaint must ensure that they are the correct person to be handling the complaint.
- No blame should be assumed or applied until the full details of the situation have been investigated.
- It is important to maintain professionalism throughout the process.
- Communication is vital in managing the extent to which the complaint could escalate.

Date of Last Review:	November 2025	November 2025
Signed:		
	Gina Bamber Chairperson Board of Governors	Liz Cribb Acting Principal Apii Te Uki Ou



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Procedure for handling complaints:

Any concerns or complaints received must follow the attached complaints process outlined in appendix 1. The Procedure for Lodging a Concern or Complaint (Appendix 1) will be advised regularly to the school community through the school newsletter.

1. Listen:

- Let the complainant have their say.
- Make it clear that you have heard the complaint.
- Gather all the facts and identify the main issue/s requiring resolution.
- Make the complainant feel that you value their coming to you. Do this even if they are angry.
- Remain calm and maintain control of the situation.
- Write down the specifics of the complaint.
- Confirm that the details of the complaint are correct.
- If the situation is not of a significant nature then make a judgement call as to whether or not a written record is required.
- Where a written record is appropriate file a record of the meeting in the Complaints Folder on Google Drive. Thank the complainant for coming forward.
- Make a judgement call about the timing of a response or any required action. Urgent – immediate or response within 24 hours.
 - Moderate Urgency – response within 72 hours.
 - Non-Urgent - response within 1-2 weeks.Where further investigation is required provide regular progress reports to the complainant.
- Situations where the subject of the complaint is in immediate danger, it may be necessary to act immediately to remove the danger pending an investigation.

2. Inform:

- Identify and inform any parties that need to be aware of the situation. Any staff member who is the subject of a complaint must be advised of the complaint and of any investigation that is to take place.
- Keep those who are affected informed about what is happening. Communication provides confidence to the complainant that something is being done.
- Where appropriate record the dates and times of any non-written communication.
- Maintain confidentiality in highly sensitive situations.

3. Investigate:

- Gather the facts from all parties concerned
- Keep a record of the outcome of investigations. This is relevant for any written complaints received.
- Ask for individual accounts of the situation from all involved.

4. Evaluate:



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- Consider the facts and use judgement in determining any fault.
- Consider the implications that might arise from inaction/action.

5. Decide on action to be taken:

- Consider all possible resolutions and possible unintended outcomes.
- Make a decision as to the appropriate action required.
- Seek advice from the school principal, members of the Board or other advisory professionals where the decision is unclear.
- Where disciplinary action is required, the appropriate disciplinary procedures should be followed.
 - Behavioural Management Policy for discipline relating to the offending student(s).
 - Apiti Te Uki Ou Conditions of Service (Part 4 Complaints/ Discipline/ Competency) for discipline relating to school employees.

6. Communicate:

- Meet with the complainant and/or affected parties to convey your decision or to discuss options for resolving the issue.
- Acknowledge any 'errors' where appropriate.
- Ask complainant if they are happy with the outcome. If not, it may be necessary to progress to the next level of the complaint handling procedure or further communication entered to seek resolution.
- In extreme circumstances, mediation may be required. Contact the Ministry of Education for support in this regard.
- Follow up with a letter to all parties detailing discussion, agreement (if any) and the intended actions.

7. Report:

- File all documentation relating to the complaint in the Complaints Folder on Google Drive.
- All complaints handled by the Principal are to be notified to the President of the Board of Governors.

8. Follow-up:

- Diarise a reasonable future date to review the situation to ensure that the problem has been completely resolved.

