



Western Heights High School

Concerns and Complaints Policy

The Western Heights High School Board of Trustees recognises that it is important that complaints by students, staff, parents/whanau and other members of the Western Heights community are responded to in a timely and appropriate manner, to facilitate a satisfactory resolution.

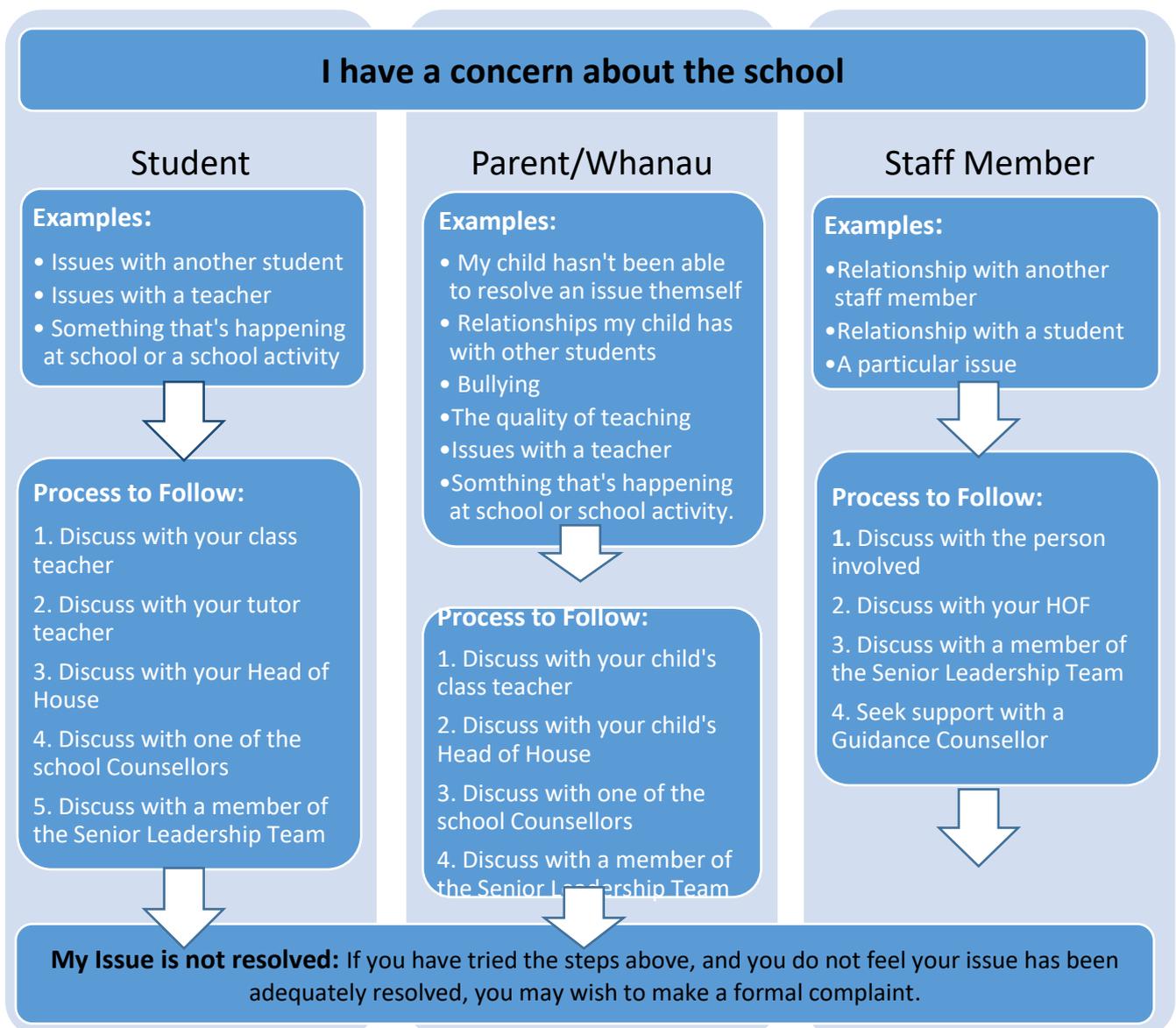
The purpose of this policy and its associated procedures is to establish fair and transparent processes for responding to and resolving complaints. In most instances, efforts will already have been taken to resolve concerns when they first arise, without the matter becoming a complaint.

Procedure

There are two ways to initiate a complaint.

1. An informal concern:

Usually verbal (a telephone call or face to face meeting to express concern, mild dissatisfaction or to request some specific (low-level, remedial) action. This will elicit a verbal response about action taken as a follow-up. (See flowchart)



If an informal complaint has not been satisfactorily resolved (or has remained unresolved for an unacceptable length of time) then a written complaint clearly and objectively outlining the issue, problem or cause of dissatisfaction should be sent to:

- The Principal
- The Chairperson of the Board of Trustees

2. A formal complaint:

This should be in writing, addressed to the Principal or, if it is a complaint concerning the Principal, it should be addressed to the Chairperson of the Board of Trustees.

- A. The complaint will be received by appropriate personnel (a meeting(s) may be necessary) and action will be taken or negotiated/agreed upon.
- B. The action taken/to be taken that has been decided upon and any other relevant communication will be outlined in writing from the Principal and/or Chairperson and follow up action will be generally made within one week of remedial action being taken.
- C. If previous points do not satisfactorily resolve the situation or the problem/issue recurs or you continue to be unhappy with the outcome then a letter to the Chairperson of the Board may initiate further meetings and or an investigation by the Board of Trustees.

Reviewed April 2021