

Raglan Area School Complaints Process

Starting Point

Ensure your complaint is not a concern. See School process with Concerns at School and Board Complaint Policy

If it is a complaint write the Board of Trustees via the Chairperson outlining your problem or complaint in detail, and all actions to date.

Chair forwards a copy of the complaint to the Principal/staff member within 2 days of receiving it.

Board Chair acknowledges the complainant's complaint by writing to them within two days of received the complaint. A copy of the Complaints Policy and Process is included in this communication

Complaint committee to keep parties to the complaint informed as to the stage of the process



The complaints committee/independent reviewer investigates the complaint, this may include;

- Written report from the Principal and/or staff member
- Interview * with Principal/staff member/student/other party
- Interview* with complainant
- Review of relevant documentation
- Referral to Board policies and school procedures
- Referral to another agency: e.g. NZTSA, Police, Oranga Tamariki. Education Council.
- *All parties to a complaint may bring a support person to any meeting where the issue is to be discussed. The support person will support and adhere to the Board processes.



The school's insurer should be notified if there is a possibility of disciplinary action.



The Board receives the complaint 'in-committee'. The Board forms a complaints committee or moves to engage an external independent investigator/reviewer (as per Board policy) to work through the Board complaints process.



Complaint committee prepares a report of findings and recommendations for the Board



If the committee delegations are to enact the committee's own findings, then the committee odes so. Otherwise the Board of Trustees meets 'in-committee', to consider the report and recommendations from the complaints committee.



Board monitors and evaluates the outcomes over next 2 months.



All documentation related to the complaint are held and stored 'in-committee' by the Board