

HEWETT HOUSE – NAPIER GIRLS HIGH SCHOOL

POLICY ON COMPLAINTS

Policy Statement

It is important that Hewett House has procedures available to respond to complaints in a fair and consistent manner, and in accordance with the relevant employment contracts, legislation and the Hewett House Information and Guidelines Booklet. (Issued each year)

Purposes

- To ensure consistency when dealing with complaints
- To deal with complaints in line with set procedures
- To put in place corrective or disciplinary action where appropriate

Guidelines

1. Complaints should be made in writing to the Hostel Manager or Business Manager as appropriate.
2. The Manager will investigate the written complaint as soon as practicable.
3. The student or staff member will respond to the complaint directly to the Manager and shall not discuss the matter with the complainant until given permission to do this.
4. Other parties are informed at the Manager's discretion and appropriate action taken at that point as required.
5. If the complaint has foundation, the Manager will inform the Principal who may take legal advice and apply the appropriate industrial or mediation procedures, depending upon the circumstances. The Principal will inform the complainant of the outcome.
6. Then the complainant may refer the matter in writing to the Hostel Committee if he or she is either dissatisfied with the Principal's resolution or feels that there is nothing more to be gained by referring the matter again to the Principal.
7. In cases of complaint against the Principal which remains unresolved in the first instance, a formal written complaint must be made to the Hostel Committee Chairperson.
8. Complainants are informed by the Hostel Committee Chairperson of the outcome of the complaint.
9. Where appropriate, outside mediation or legal advice may be sought.
10. In dealing with any complaint the Hostel will act in accordance with the relevant conditions of the current employment contract(s).
11. In all cases the Board in dealing with complaints will act as a good employer.

