



COMPLAINTS POLICY

Goal

To provide a clear process for effectively receiving and dealing with complaints.

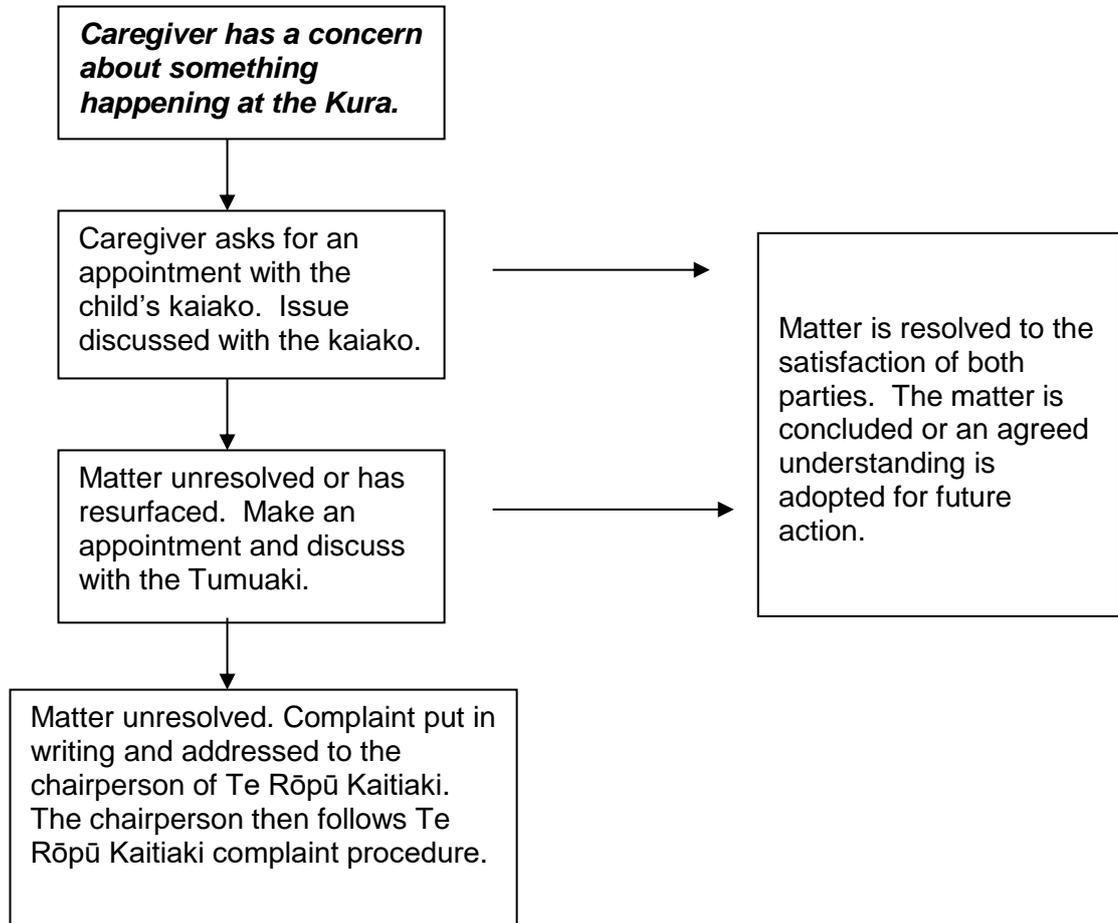
Implementation Guidelines:

1. All members of the Kura Whānau should be aware that there is a complaints policy and procedures for receiving and dealing with complaints.
2. Two stages have been identified: stage one is the first step in the process, the complaint will be received and dealt with by the Tumuaki. The second stage discusses how Te Rōpū Kaitiaki will deal with the complaint.
3. If the complaints procedure has not been followed, Te Rōpū Kaitiaki will normally return any letter of complaint to the writer and ask that they follow the process fully.
4. Te Rōpū Kaitiaki must receive a formal complaint in order to act on it. If a caregiver has concerns about expressing the matter in writing, whānau are encouraged to discuss the matter with Te Rōpū Kaitiaki Chairperson.
5. All parties to a complaint may bring a support person to any meeting where the issue is to be discussed.
6. Issues of a serious matter e.g. allegations of physical abuse may require a special Board meeting to be called.
7. All letters addressed to the chairperson of Te Rōpū Kaitiaki should be discussed by the **whole board**; the chairperson should not decide independently what action to take.
8. Resolution or dismissal of a complaint must not be discussed before all the information is to hand.
9. Conflict of interest will be determined on a number of issues including whether the complaint involves the actions of any Trustee.
10. Te Rōpū Kaitiaki must exercise caution when dealing with complaints regarding kaimahi, particularly in relation to confidentiality and processes to ensure the principles of natural justice are met. It is advisable to contact the regional NZSTA personnel/industrial adviser in such cases. Te Rōpū Kaitiaki should consider the relevant kaimahi disciplinary policies, employment contracts and expert advice from the NZSTA adviser.
11. Te Rōpū Kaitiaki recognises that not all complainants will be satisfied with the outcome of a complaint. After **one** reconsideration, if Te Rōpū Kaitiaki is confident of its decision, it will refuse to enter into further discussion/correspondence.
12. A complaint received regarding lack of compliance in relation to an agreed complaint resolution will be treated as a serious matter and actioned with urgency as a new complaint rather than as a reconsideration of the previous issue.
13. Trustees should be clear in their mind of the difference between a complaint they have as a parent (ie regarding their own child) and a complaint they have as a trustee (eg obstruction of kaimahi preventing them carrying out board work). In the first instance they are required to follow the normal procedures and are excluded from decision making due to a conflict of interest. The latter case is dealt with as an agenda item for the whole board.



Complaints Procedure

STAGE 1





Complaints Procedure

STAGE 2

The letter of complaint is acknowledged by the chairperson and the complainant advised of the next step in Te Rōpū Kaitiaki process. The letter becomes part of the correspondence that will be dealt with at the next board meeting while the public is excluded.

The letter is tabled at board meeting (**with the public excluded**) and referred to relevant parties for reporting back to Te Rōpū Kaitiaki. Te Rōpū Kaitiaki decides whether to deal with the matter as a whole or appoint a committee to investigate and recommend to Te Rōpū Kaitiaki.

At the meeting of Te Rōpū Kaitiaki/committee the reports are received and the parties **may be** invited to speak to their complaint or answer questions. Te Rōpū Kaitiaki/committee considers the evidence and/or information and comes to a decision or

Depending on the delegated powers of the committee either they or Te Rōpū Kaitiaki as a whole determine a response and/or action to be taken.

Te Rōpū Kaitiaki response is communicated to the parties to the complaint. This may be either publicly or confidentially depending on the case.

Any of the parties may request Te Rōpū Kaitiaki to reconsider their decision – however, normally for such a reconsideration to take place new information that would have been relevant to the deliberations of Te Rōpū Kaitiaki must be produced.

Evaluation

Policy formulated 2007

Reviewed every two years. Most recent review: 2018.

Next recommended review: 2020