

OKAIHAU COLLEGE POLICY: Complaints

PURPOSE:

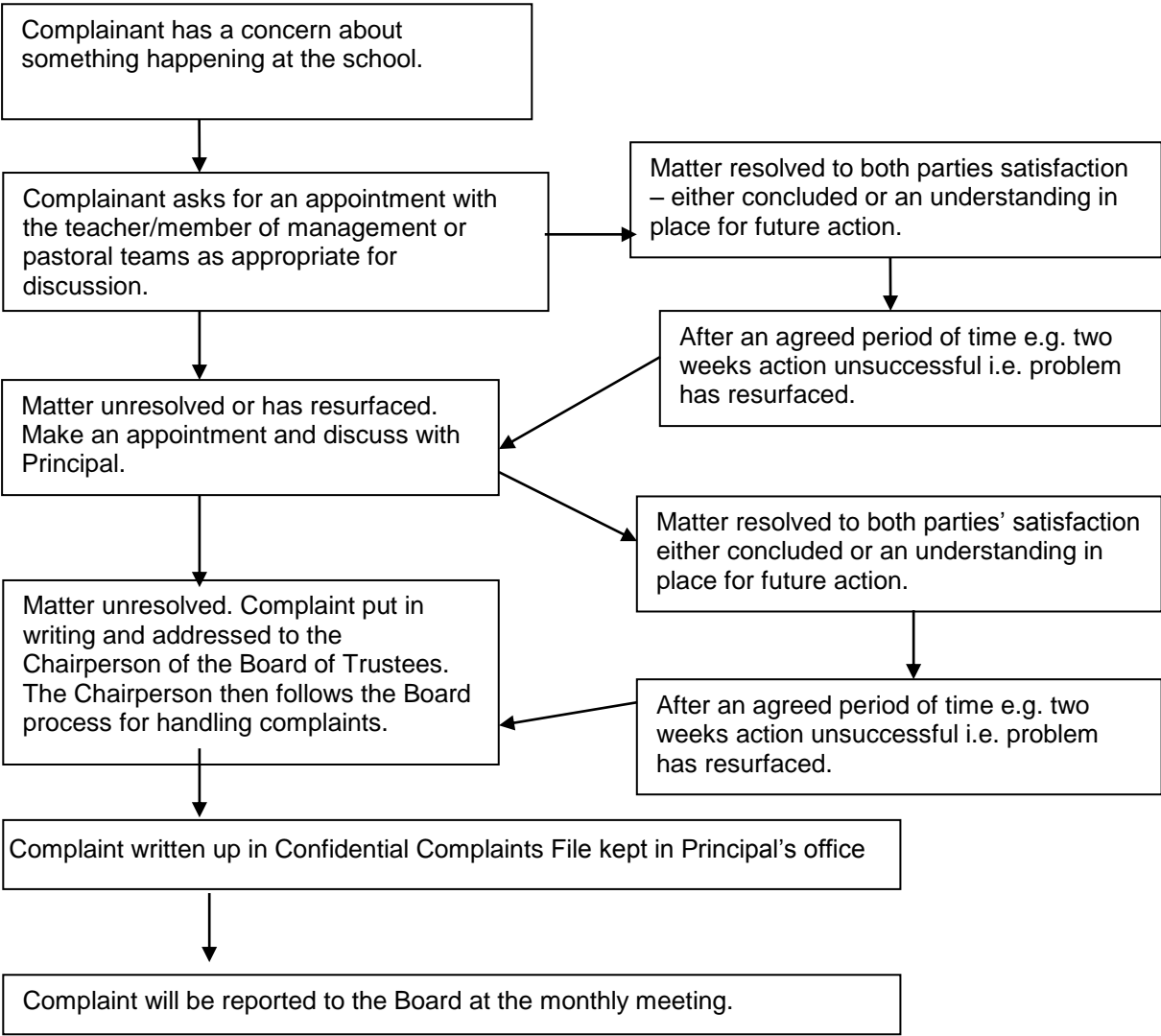
To ensure that complaints relating to Okaihau College are dealt with in a fair and equitable manner.

POLICY:

1. Students, caregivers, staff and members of the community have equal opportunity to make a complaint about any matters concerning Okaihau College.
2. Procedures followed will protect the rights of the complainant and the rights of any persons complained about.
3. All parties will be informed of the procedures which will be followed.
4. In dealing with any complaints against staff members, the procedure and guidelines of relevant Employment Contracts will be followed.
5. Sexual harassment complaints will be dealt with according to a separate policy.
6. A record of complaints is kept in the Confidential Complaints File in the Principal's office.

Complaints Policy No 102

PROCEDURE:



Note: A complaint about the Principal will be discussed with the Board Chairperson