

Complaints Procedure

Complaint

- A complaint is an expression of concern or dissatisfaction with a real or perceived problem. It may be made about the College as a whole, about a specific department or about an individual member of staff, and any matter about which a parent, guardian, student, staff member or member of the community (complainant) is unhappy and seeks action by the College.
- All complaints will be treated seriously, confidentially and with impartiality at all times.

Stage 1: Informal Resolution

- Complainants should contact the appropriate staff member who may on-refer the complainant to the most suitable person if necessary.
- Complaints deemed by the College to be serious will be addressed by a member of the Senior Leadership Team.
- If the complaint is against the Headmaster, the complainant should detail their complaint directly to the Chair of the Board of Governors, at s.wilson@kingscollege.school.nz

Stage 2: Formal Resolution

- If the complaint cannot be resolved on an informal basis, then the complainant(s) should put their complaint in writing and email it to the College at complaints@kingscollege.school.nz
- The College will acknowledge the complaint and identify the appropriate person to manage a complaint (the Contact Person) within 5 working days.
- An investigation will be conducted and the complainant informed of the decision and outcome in writing within a further 10 working days”

Stage 3: Complaints Panel Hearing

- If the complainant is still unsatisfied then they should request a Complaints Panel Hearing by e-mail to the Headmaster’s PA (g.switzer@kingscollege.school.nz) within 10 working days of the decision at Stage 2.
- The Headmaster’s PA will then acknowledge the complaint on behalf of the Complaints Panel within 5 working days and schedule a hearing to take place within a further 20 working days.
- The Headmaster’s PA will inform the complainants in writing of the Panel’s decision and the reasons for it, within 5 working days of the hearing.
- The decision of the Panel will be final.

Closure of Complaints

- Very occasionally, the College will feel that it needs to close a complaint where a complainant is still dissatisfied. Despite the College’s attempts to resolve a complaint, it is sometimes not possible to meet all of a complainant’s wishes and there must be an agreement to disagree.
- Where a complainant has been through the College’s internal complaints procedures and is still unhappy with the outcome or decision the complainant should put their concerns in writing directly to the Headmaster who may consider seeking external mediation.