



# Waitakere Primary School

## Currently under review

We are reviewing this policy for its content and how well the school implements it. To share your comments and rate its implementation, click the "Start your review" button. This policy's subtopics are also under review if they have a review button.

## About the review process ⓘ

Start your review

## Concerns and Complaints Policy

Waitakere Primary School has a responsibility to provide a safe environment for students, staff, and the school community under the Education and Training Act 2020 and Health and Safety at Work Act 2015. Concerns or complaints can be about an employee of the school, a board member, a parent or caregiver, a student, or any other person or matter within the responsibility of the school. Concerns or complaints can be raised by staff members, parents, caregivers, students, the wider school community, and members of the public. See our procedures:

- **Raising Concerns and Complaints**
- **Assessing and Responding to Concerns and Complaints.**

We meet our legal and ethical obligations when responding to concerns and complaints, including meeting the principles of **natural justice** and protecting the safety and wellbeing of all involved. We:

- promote a school culture where it is safe to raise concerns
- treat people fairly and seek to protect their mana and dignity
- ensure that those involved have the opportunity to be heard
- ensure that decision-makers are unbiased and outcomes are not predetermined
- include cultural considerations as part of our decision-making
- maintain privacy and confidentiality
- take steps to resolve the matter
- implement measures to prevent further concerns or complaints of the same nature
- keep good documentation.

## Privacy and communication

At Waitakere Primary School, we expect all parties involved to respect ► **privacy and confidentiality**. This includes not publicly sharing information about the matter (e.g. on social media). See **Privacy**.

We follow our privacy policies at all times when responding to concerns and complaints. This includes:

- limiting access to information about concerns and complaints to those who need to know
- maintaining confidentiality to help prevent ► **victimisation**
- informing all participants in advance if a school meeting or phone call is to be recorded, and telling everyone how the recording will be used.

Subject to privacy, confidentiality, and any other ethical and legal requirements, we keep people involved informed about our concerns and complaints procedures, including expected time frames and confirmation of when the matter is closed. We inform the person who raised the matter of any actions we take, as appropriate, while protecting the privacy of all involved. It is likely that we will inform any person complained about at an early stage to ensure fairness and meet the requirements of natural justice. It may not be possible or appropriate for the school to advise the person who raised a concern or complaint of a final outcome.

We expect everyone involved to allow the school to follow our procedure and not communicate with each other until next steps are agreed and/or notified. This applies at all times, both in and out of school. If the matter is serious or sensitive, it may also be appropriate for the school to limit communication about the matter.

## Unreasonable concerns and complaints

Waitakere Primary School considers all reasonable and legitimate concerns and complaints in good faith. However, we may determine that a concern or complaint is ► **unreasonable** and it is not appropriate for the school to take action. If required, the school may take legal advice or involve an external agency or mediator to help resolve the matter.

## Record-keeping

Waitakere Primary School keeps a register of concerns and complaints. This includes recording employment-related matters. Generally, only concerns and complaints that come to the attention of the principal or board are recorded in the register. The board regularly reviews the register to analyse any patterns or identify measures that could be taken to ensure the school is a safe environment.

We ensure details about concerns and complaints recorded in the register (including any investigation, resolutions, and resulting actions) are stored securely and confidentially. We acknowledge that individuals involved may wish to access this information. See **Personal Information**.

Information is held securely for the appropriate length of time in accordance with our records retention policies. See **School Records Retention and Disposal**.

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## Related topics

- **Inclusive School Culture**

- **Student Wellbeing and Safety**
- **Staff Wellbeing and Safety**
- **Bullying and Harassment**
- **Community Conduct Expectations**
- **Staff Conduct**
- **Behaviour Management**
- **Recording Photos, Video, and Sound**

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## Legislation

- Education and Training Act 2020
- Health and Safety at Work Act 2015
- Employment Relations Act 2000
- Privacy Act 2020

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## Resources

- Ministry of Education | Te Tāhuhu o te Mātauranga (Educational Leaders): **Dealing with complaints** [↗](#)
- Te Whakarōputanga Kaitiaki Kura o Aotearoa (formerly NZSTA): **Dealing with complaints** [↗](#)
- Ombudsman | Kaitiaki Mana Tangata: **Good complaints handling by school boards** [↗](#)

### Hei mihi | Acknowledgement

SchoolDocs appreciates the professional advice of the Anderson Lloyd legal team (Dunedin) in reviewing our Concerns and Complaints policy and procedures.

**Release history:** [Term 2 2024](#), [Term 1 2023](#), [Term 1 2022](#)

### IN THIS SECTION

**Raising Concerns and Complaints**

**Assessing and Responding to Concerns and Complaints**

Last review	Term 2 2024
Topic type	Core