St Paul's
COLLEGIATE SCHOOL

Concerns and Complaints

Concerns

A concern is raised with the Housemaster either verbally or in writing.

The Housemaster acknowledges the concern in writing and investigates.

The Housemaster informs the person who raised the concern of the outcome and reasons in writing within five working days of acknowledging the concern.

Is the matter resolved to the satisfaction of the person who raised the concern?

YES → File.

NO

The person who raised the concern may raise the matter with the Deputy Headmaster (Boarding).

The Deputy Headmaster (Boarding) acknowledges the concern in writing and investigates.

The Deputy Headmaster (Boarding) informs the person who raised the concern of the outcome and reasons in writing within 10 working days of acknowledging the concern, and any appeal rights.

Complaints

A complaint is made, either verbally or in writing.

A complaint about a student should be made to the Housemaster in the first instance.

A complaint about a member of staff should be made directly to the Headmaster.

The complaint is acknowledged in writing within five working days and investigated.

The complainant is advised of the outcome and reasons in writing within 10 working days of the complaint being acknowledged.

Is the matter resolved to the satisfaction of the person who made the complaint?

YES → File.

NO

If the complaint concerns a student, the complainant can raise the matter with the Headmaster.

If the complaint concerns staff, the complainant can raise the matter with the Board Chair.

The complaint is acknowledged in writing and investigated.

The complainant is advised of the outcome and reasons in writing within 10 working days of the complaint being acknowledged, if practicable, and any appeal rights.

INDEPENDENT SCHOOLS OF NEW ZEALAND