



# Miller Avenue School

*“Creating brighter futures together”*

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## MAS Concerns and Complaints Policy

1. Concerns and feedback will be dealt with efficiently, professionally and promptly using the school procedures (see [Appendix A](#) below).
2. A concern or complaint may be raised by anyone including a **student, staff member, parent or visitor**.
3. Generally, a **concern** will relate to an informal matter, and where possible will be raised verbally directly with the person involved.
4. A **complaint** is more formal and should be raised in writing with a senior staff member or the Principal.
5. If a concern cannot be resolved between the parties, or the matter at issue is of sufficient seriousness to be dealt with as a complaint, then the matter should be referred to a senior staff member or the Principal for advice.
6. **All** concerns/complaints will remain confidential to the parties involved.
7. The Principal will report all serious complaints formally to the Board of Trustees, in **committee**. Serious complaints may include, but are not limited to, allegations of assault, racial or sexual harassment, undermining Board of Trustees policy, physical abuse or emotional abuse.
8. The Board will follow all relevant legislation and employment agreements when dealing with complaints and will adhere to the requirements of natural justice.
9. The Principal will maintain a secure file for formal complaints.

### **Related Documents:**

- NZEI Procedures
- Collective Agreements
- Teachers Council
- Harassment Policy
- Harassment Procedures
- Reporting Child Abuse Procedures

### **Related Legislation:**

- Protected Disclosures Act 2000 as amended 2003
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**Adopted**

Signed: 

Kelly Te Moananui Judd | Chair Person  
On Behalf of the MAS Board of Trustees

Date: November 2020

Triennial review date: Nov 2023

**Appendix A: Concerns and Complaints Procedure**