



TE KURA WHAKAPUMAU I TE REO TŪTURU KI
WAITAHA

Concerns and Complaints Policy

Kaimahi-Whānau-Ohu Whakahaere

Te Aho Matua

He tapu te tangata ahako ko wai kohungahunga mai, tamariki mai, taipakeke mai, kaumatua mai he tapu katoa. Kia kua te hunga o ngā Kura Kaupapa Māori e tūkino, e whakaiti, e whakaparahako I te tangata, e mahi puhaehae rānei ki ētahi atu. Kia ngakau mahaki rātou ki a rātou, ki te iwi whānui ki a tauwiwi hoki.

Te Ira Tangata 1.5

Pūtake:

Te Kura Whakapumau I Te Reo Tūturu ki Waitaha will respond to concerns and complaints in a fair and consistent manner.

Whāinga:

To provide kura whānui with procedure to follow if they have a concern or complaint

Aratohu:

- 1 All concerns or complaints are treated as confidential.
- 2 Concerns should be discussed with the other party if possible.
- 3 If not, the complaint is to written and discussed with any member of the Leadership Team.

- 4 Leadership – to notify complainant – within five working days of outcome, if Leadership is unable to resolve complaint, the complainant is to be referred to Tumuaki within three working days. If the Tumuaki is unable to settle complaint within three working days and or the complainant is displeased with outcome of complaint, then the complaint is to be forward to the Complaints panel of the Ohu Whakahaere.

This panel is to consist of three members – Chairperson or Vice chairperson, Tumuaki and one other Ohu Whakahaere member. The staff and student representatives are to be excluded form this panel. If required, other agencies will be asked for advice

- 5 The Ohu Whakahaere must act in accordance with the current Employment Relation Act 2000
- 6 The complainant will be informed of the outcome/s by the Tumuaki or the Chairperson of the Ohu Whakahaere within 10 working days of receiving the complaint.

Note – any serious and urgent complaint concerning Whānau or Students or Staff are to be directed to Tumuaki.

These complaints are to be resolved – within 10 working days.