



Westlake Girls High School

Te Kura Tuarua o ngā Taitamawāhine o Ururoto

2 Wairau Road, Takapuna
Auckland 0627, New Zealand
Phone +64 9 489 4169
Fax +64 9 486 1860
Email: office@westlakegirls.school.nz

6.2 Complaints Policy

The outcome of this policy is to ensure that all complaints, concerns and incidents will be attended to promptly, respectfully and professionally and seek to bring effective resolution to all parties concerned.

In order to maintain a safe and comfortable environment for all students, staff and visitors, an accessible procedure for handling complaints and grievances will be implemented and maintained to provide an open and fair way of resolving issues and will comply with all relevant legislation.

The board delegates to the principal full responsibility of ensuring processes are in place and operating effectively and adequately, and that the process for complaints or grievances is clearly communicated.

In the event of a complaint or grievance concerning the principal, responsibility lies with the board.

Concerns and complaints to the board will be dealt with in the following order:

- The school's Complaints Policy and Procedures will be available on the school website.
- Direct the complainant to the school's Complaints Policy and Procedures available on the school website
- If unresolved, direct the complainant to take the issue to the principal. [Should the unresolved complaint be about the principal, the complaint should be put directly in writing to the presiding board member]
- If unresolved, direct the complainant to send a written letter of concern/complaint to the presiding board member.
- The board will advise its insurance agent of any complaint escalated to the board, as considered appropriate.
- The presiding board member will convene a committee of a minimum of two board members to consider the course of action, seeking advice from an NZSTA adviser, as prudent.
- The complainant will be informed in writing of the process and outcome.
- The principal shall maintain a register of complaints and resolutions, and report to the board as required
- Complaints about boards can be directed to the Office of the Ombudsmen.

Legislative compliance
Education and Training Act 2020

Review Annually

Ratified May 2025

Review May 2026