



LEOTC COMPLAINTS POLICY AND PROCEDURE

SCOPE OF THIS POLICY

This policy is a statement of the procedures for registering complaints related to LEOTC programme activities and operations. The actual resolution of complaints will be guided by Kati Huirapa Runaka ki Puketeraki's constitution, marae tikanga and kawa and the legal requirements of the Ministry of Education after consideration of any submissions and the legal, ethical, moral, cultural and fairness issues involved in a particular complaint.

UNDERSTANDINGS IN COMMON

- The use of a clear procedure for making complaints is important to organizations which must interact with a wide variety of interest groups, especially when these groups have within themselves a variety of people, values and concerns.
- Compromise is often an essential element of the complaint resolution process.
- Complaints generally originate from valid concerns and misunderstandings.
- Complaints that are sensitively stated and responded to, can be beneficial to all parties involved and should be seen as an opportunity for improved communication.
- Concerns and misunderstandings that are left unstated and unresolved may result in emotionally charged complaints making positive or satisfying results difficult.
- A clearly understood complaint procedure encourages the early resolution of concerns/complaints and helps promote positive communications.
- All complaints that are pursued according to proper procedure will be acknowledged with due respect and given fair and equitable treatment in an effort to reach an equitable resolution.
- Complaints must be treated in confidence by all members of the LEOTC programme and community.
- Either party with a concern may have 1-2 people in support at any meeting arranged to discuss the complaints.

PURPOSES AND OBJECTIVES OF THIS POLICY

- To establish a clear complaint procedure that allows the teachers and/or parents of pupils to voice their complaints as early as possible, to ensure the quickest possible resolution of their complaint.
- To establish a general comprehensive policy that is understood and used by all parties who wish to register a complaint on any matter relating to the LEOTC Programme.
- To give those parties who are responsible and/or involved in the area of complaint, the right and opportunity to hear and resolve the issue as early as possible.
- To identify a step by step procedure that will assist those who feel that their complaint has not been either 'fairly' heard or responded to.

COMPLAINT PROCEDURE

Step One:

- Discuss the concern/ complaint with the LEOTC Programme Co-ordinator. If you feel that your concern/complaint has not been fairly heard or responded to, after giving reasonable opportunity to do so move on to step two. (Or if the complaint is about the Coordinator, then begin at Step Two)

Step Two:

- Arrange an appropriate time to discuss it with the Runanga Manager. If after this discussion you feel your complaint has not been either fairly heard or responded to move on to step three.

Step Three:

- Independent arbitration can be a final part of the procedure, with due consideration of benefit and cost.
- This should only be a choice if complainants once other processes have been exhausted.

NOTES

- Some complaints may not appear to be clearly resolved without an explanation of the underlying issues of a particular decision or situation.
- A full explanation of the issues underlying the decisions will always be given except in situations when it would be illegal, unprofessional or unethical, and in such cases reasons would be given.
- At any step of this procedure it is unlikely that a solution will be immediately available. While there should be no undue delay, care must be taken to ensure the best solution is found.
- It is important that as far as possible, complaints be resolved through meetings of those concerned and discussion of the issues.