



## **NAPIER INTERMEDIATE SCHOOL**

*'Growing and Empowering Learners'*

### **CONCERNS & COMPLAINTS POLICY**

The purpose of our concerns and complaints policy is to promote and maintain the school's philosophy of openness and partnership to ensure the best learning environment for our students. It provides clear guidelines for the school community in raising and resolving concerns and complaints.

Napier Intermediate identifies the difference between concerns and complaints as;

- Concerns are minor issues that can be resolved informally between the two parties
- Complaints are issues of a serious nature that need to be dealt with by the Principal or the Board of Trustees.

An unresolved or repeated concern might escalate to a complaint. If you feel uncomfortable approaching the person involved, contact a member of the management team or the Principal to help you resolve the matter.

Parents, members of the community and Staff have access to the concerns and complaints policy through the school office and online on the school's website.

Our policy and procedures enable us to;

- Keep all concerns and complaints confidential to the parties involved
- Resolve matters of concern as early as possible and ensure appropriate action is taken
- Protect our staff and provide them with safe working conditions



