



NEW PLYMOUTH BOYS' HIGH SCHOOL
TE KURA TAMATĀNE O NGĀMOTU

Title	CONCERNS AND COMPLAINTS PROCEDURE
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Section	Staff
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Associated Policy	C306 Complaints Policy C301 Bullying C302 Sexual Harassment
Associated Process	

PURPOSE

This guide outlines the process for raising, managing, and resolving complaints at New Plymouth Boys' High School. It provides practical steps for staff, students, parents, caregivers, and the wider community while ensuring complaints are handled fairly, confidentially, and in line with the Board's Concerns and Complaints Policy.

Please note that for allegations involving student bullying refer Policy C301 Bullying and sexual harassment refer Policy C302 Sexual Harassment

1. WHO CAN RAISE A COMPLAINT

Complaints may be raised by:

- Students
- Staff members
- Parents and caregivers
- Members of the wider school community or public

Types of complaints include:

- General concerns about school operations or staff conduct
- Allegations of bullying or harassment (refer Policy C301 Bullying and C302 Sexual Harassment)
- Employment-related concerns (for staff)
- Serious wrongdoing or breaches of law

2. GENERAL PRINCIPLES

- All complaints will be taken seriously and handled respectfully
- Complaints should be raised as soon as possible. Historic matters may require more complex investigation
- Confidentiality will be maintained at all stages
- Complainants will not face retaliation



- Records of complaints and their outcomes will be maintained securely
- Complainants will be kept informed of progress and outcomes

3. HOW TO RAISE A COMPLAINT

3.1 Informal Complaints

- Can be raised verbally or by email/letter
- Often resolved through direct discussion with the relevant staff member or manager

3.2 Formal Complaints

- Should be submitted in writing if informal resolution is unsuccessful
- Must clearly outline the concern and any relevant details (dates, people involved, evidence)
- Will be referred to the appropriate manager or Headmaster, depending on the nature of the complaint

4. STAFF COMPLAINTS

4.1 Employment Concerns

- Staff are encouraged to raise employment-related concerns with the Associate Headmaster, initially
- A formal grievance may be lodged under the Employment Relations Act 2000, if necessary

4.2 Bullying or Harassment

NOTE: For allegations of Bullying please refer to the Bullying Policy. For allegations of Sexual Harassment please refer to the Sexual Harassment Policy.

All other complaints seek support from:

- PPTA Branch Officer / Counsellor
- NZEI Branch Officer
- Guidance Counsellor
- HOF / Dean / House Master
- SLT member / Associate Headmaster / Headmaster
- A small committee may be convened to investigate and mediate (drawn from staff with appropriate impartiality)
- Outcomes of investigations will be reported to the Headmaster or Board, if required

5. STUDENT-RELATED COMPLAINTS

5.1 Misconduct, Bullying or Harassment by Staff

NOTE: For allegations of Bullying please refer to the Bullying Policy. For allegations of Sexual Harassment please refer to the Sexual Harassment Policy.

All other complaints report to:

- Teacher/ Huia Rōpū / Dean / Counsellor / Health Visitor / Director of Boarding / Matron / House Master / SLT member
- Parents/caregivers will be informed where appropriate
- If, after an investigation, the complaint is deemed to be just, the Deputy Headmaster - Pastoral Care will ensure that appropriate action is taken
- Serious allegations will be escalated to the Headmaster or Board, if required

A small committee may be convened to investigate, mediate, and recommend action.



6. SERIOUS OR LEGAL MATTERS

- Protected disclosures under the Protected Disclosure Act 2022 will be treated in accordance with legislation
- Police or external agencies may only be involved after consultation with the complainant and parents/caregivers (if a student is involved)

7. INVESTIGATION AND RESOLUTION

- The person receiving the complaint will assess the seriousness and determine next steps
- Complainants will be informed of how their complaint will be handled
- Investigations will follow principles of natural justice and employment law
- Mediation may be offered where appropriate
- Outcomes and decisions will be communicated to the complainant
- Records of meetings, interviews, and correspondence will be maintained securely.

8. ESCALATION

- If a complaint is unresolved, it may be escalated to:
 - Headmaster (for general or staff complaints)
 - Board (if involving Headmaster or unresolved serious matters)

This Procedures Guide complements the Board-approved policy and ensures that everyone in the school community knows how to raise and resolve complaints safely, fairly, and confidentially.

Associated Legislation/Resources:

- [Education and Training Act 2020](#)
- [Health and Safety at Work 2015](#)
- [Employment Relations Act 2000](#)
- [Privacy Act 2020](#)
- [Ministry of Education - Managing Complaints](#)
- [Educational Leaders - Dealing with Complaints](#)
- [Ombudsman - Good complaints handling by school boards](#)
- [Protected Disclosure Act 2022](#)

