

HOW TO DEAL WITH A COMPLAINT

This process applies to all of our employees and contractors. It provides guidance on how to deal with complaint about our service and our people.

1

Complaints process

The complaints policy requires that people use the following procedure:

1. When someone receives an expression of dissatisfaction, or a complaint from a member of the public, they must record the details and advise their manager.
2. A copy of complaint notes must be sent to the appropriate business unit to deal with. If the complaint is about an employee, it should be sent to He Pūmanawa Tangata | People Capability.
3. If the complaint is about a school or related agency that has not been satisfactorily actioned in the first instance, the person should, with the assistance of their manager, monitor the progress of the complaint with the complainant, and the agency.

2

Manager to action relating to the complaint

1. If a manager receives a record of 'expression of dissatisfaction', it should be followed up and then stored for future reference as feedback.
2. When a manager receives a complaint, they must ensure their one-up manager is aware of the complaint.
3. The manager decides who is best placed to action a remedy for the complaint.
 - If the complaint is about serious wrongdoing and is covered by the Protected Disclosures (Protection of Whistleblowers) Act 2022, it must be forwarded to the Chief Internal Auditor, Chief Financial Officer or Pou Kaitiaki Tāngata | Chief People Officer immediately. The Protected Disclosures Policy and Guidelines set out the process that will then be followed for that complaint.
 - If the complainant is requesting information about themselves, the Privacy Officer must be advised immediately.

- If the complaint is serious, the appropriate Deputy Secretary and/or Secretary for Education must be immediately notified (unless it is a protected disclosure, in which case the Chief Internal Auditor, Chief Financial Officer or Pou Kaitiaki Tāngata | Chief People Officer are responsible for notifying senior management as required).

The manager assigned to action and investigate must acknowledge receipt of the complaint to the complainant within five working days of the complaint being received. The manager completes the investigation with the appropriate advice and responds to the complainant within 15 working days. If more time is required, this must be communicated to the one-up manager and complainant.

- If the complaint involves a staff member, the He Pūmanawa Tangata | People Capability team need to be involved for advice and support.
- If the complaint is about a service, practice or policy, the appropriate team should provide information and advice.

When the complaint is resolved to the best satisfaction of all parties, the manager records the details of the complaint and files the documents. A copy of the agreed resolution is sent to the complainant. If the complaint is unresolved, the one up manager and/or Deputy Secretary decides the next course of action on a case by case basis. The manager must monitor the progress of complaints for the education sector that the complainant regards as not having been satisfactorily actioned.