



Whangaparaoa College

Concerns & Complaints Policy

Published October 2017

Reviewed September 2020

1) Concerns & Complaints

- a. Whangaparaoa College will construct, publish and adhere to a procedure for handling concerns and complaints. The procedure will be posted to its website.

See: Complaints Procedure Flow Chart

<http://www.wgpcollege.school.nz/site/whangaparaoacollege/Complaints%20proceedure%20flow%20chart.pdf>

- b. The Principal may update this procedure as necessary, but before posting updates, will inform the Board of Trustees of proposed changes and allow sufficient time to discuss the nature of the changes.

2) Policy Review

- a. We will review and revise this policy as required and within at least 3 years of its publication date (above).

Note: People who refer to this Concerns & Complaints Policy may find it helpful to look at the Learner Management Policy

<http://www.wgpcollege.school.nz/site/whangaparaoacollege/Learner%20Management.pdf>

and the Health & Safety Policy

[http://www.wgpcollege.school.nz/site/whangaparaoacollege/Health%20%20Safety%20Policy%20Updated%20April%202017%20\(002\).pdf](http://www.wgpcollege.school.nz/site/whangaparaoacollege/Health%20%20Safety%20Policy%20Updated%20April%202017%20(002).pdf)