



CHRIST'S COLLEGE CANTERBURY

Complaints Policy - Students and Parents

Responsibility for Policy:	Executive Principal
Approving Authority:	Executive Principal
Applies to:	Boarding Students and Parents
Last Review Date:	February 2025
Next Review Date:	February 2026

Purpose

To ensure that a clear process exists to enable raising and addressing complaints in alignment with the principles of natural justice.

Foundations

This Complaints Policy has at its foundation the agreed Virtues of Christ's College. These virtues underpin the expectations of all engagements between members of this community. These virtues are Honesty, Learning, Respect, Spirituality, Justice, Compassion, Stewardship.

Timeframes

Working days in this Complaints Policy means 'working days during term time'. Complaints received during holidays will be acknowledged and resolved at the commencement of the next term.

Scope

This Complaints Policy applies to parents of students and students. It does not apply to parents of prospective or past students or to prospective or past students, unless the complaint was made prior to the departure of the student from College.

Where complaints are not made to the correct person under this Policy then the complaint will be passed on to the correct recipient.

Anonymous complaints will not be dealt with by the College.

Definition of Concerns and Complaints:

Concerns: A concern is a matter that causes worry or disquiet that can be resolved collaboratively at the level, or close to the level, where the concern was generated. Students and parents are welcome to raise matters of concern with their Housemaster and issues are encouraged to be resolved

collaboratively and at as low a level as possible. If a concern is unresolved those holding the concern may decide to make a complaint.

Complaints: A complaint is a serious concern that the complainant wishes to be investigated and resolved.

PROCEDURES AND GUIDELINES:

Student concerns and complaints

1. All students are encouraged to talk to other members of the College community to share their concerns and hopefully resolve them informally. This could involve talking to other students, teachers, a House matron or Housemaster, the Counsellors or the Chaplain.
2. If a student's concerns cannot be resolved to their satisfaction then the student should write a formal complaint addressed to their Housemaster or, if the matter concerns their Housemaster, a Deputy Principal. If the complaint refers to a Deputy Principal or a member of the College Executive, the complaint should be addressed to the Executive Principal.
3. Depending on the nature of the complaint, the matter may be escalated to a Deputy Principal or the Executive Principal.
4. On receipt of a complaint the Housemaster, Deputy Principal, or Executive Principal will acknowledge the complaint within five (5) working days indicating how the complaint will be dealt with.
5. Once it is satisfied that, as far as practicable, the investigation is complete and relevant facts established, a decision will be made as to the outcome of the complaint. The student(s) will be informed of this decision, and the reasons for it, in writing within five (5) working days of the conclusion of the investigation.
6. If the student(s) is dissatisfied with the outcome of the decision, then they may appeal to the Executive Principal. If the decision maker was the Executive Principal, then the student may appeal to the Chair of the Board of Governors.

Parent concerns and complaints

1. Parents are encouraged to address their concerns with their son's Housemaster. It is hoped that through informal resolution concerns can be addressed and resolved.
2. If a parent's concern cannot be resolved to their satisfaction then the parent should write a formal complaint addressed to their son's Housemaster or, if it concerns the Housemaster, a Deputy Principal. If the complaint refers to a Deputy Principal or a member of the College Executive, the complaint should be addressed to the Executive Principal.
3. Depending on the nature of the complaint, the matter may be escalated to a Deputy Principal or the Executive Principal.
4. On receipt of a complaint, the Housemaster, Deputy Principal, or Executive Principal will acknowledge the complaint as soon as possible and within five (5) working days indicating how the complaint will be dealt with.
5. Once it is satisfied that, as far as practicable, the investigation is complete and relevant facts established, a decision will be made as to the outcome of the complaint. Parents will be informed of this decision, and the reasons for it, in writing within five (5) working days of the conclusion of the investigation.
6. Where appropriate the Executive Principal may ask parties to participate in a reconciliation process, if necessary facilitated by an independent person.

7. If parents are dissatisfied with the outcome of the decision, then they may appeal to the Executive Principal. If the decision maker was the Executive Principal, then the parents may appeal to the Chair of the Board of Governors.

Appeal to the Board

1. The complainant must write to the Chair of the Board within ten (10) working days of the Executive Principal's decision setting out, in detail, the grounds of the appeal.
2. The appeal will be tabled at the next Board of Governors meeting.
3. The Board will only review a complaint that has already been investigated if they are satisfied, at their discretion, that the investigation process was unfair or that the outcome was completely unreasonable.
4. New matters of complaint will not be dealt with as part of an appeal. Such matters will be acknowledged and the parents informed of the person to whom they have been referred.
5. The Board will then decide whether to uphold or dismiss the complaint or whether to carry out a further investigation. If further investigation is required then the Board may engage the services of an external investigator.
6. Where possible, the Board will resolve the appeal immediately without the need for further investigation, but where the Board decides it is required, it will set out the process of investigation which will include a final recommendation to the Board.
7. The decision of the Board is final.

Confidentiality

All complaints will be treated seriously and confidentially except where disclosure is necessary due to legal obligations or to meet the requirements of natural justice.

Correspondence, statements and records relating to individual complaints are to be kept confidential except where disclosure is required for the purposes of the College seeking professional advice or as required by law.

Any actions which need to be taken under staff disciplinary procedures as a result of complaints will be handled confidentially within the College.