# Kingslea School

Next review: Term 3 2026

## Raising Concerns and Complaints

At Kingslea School, anyone who wants to raise a concern or complaint should follow this procedure. For an overview, see **Concerns and Complaints Process**.

- Concerns or complaints should be raised with the kura in the first instance. Serious matters may also be raised with external agencies directly (e.g. police, Oranga Tamariki).
- If a member of the kura community has a concern or complaint about an ākonga who is not their tamariki/rangatahi, they should contact the kura. They should not contact the ākonga or their parents/caregivers directly.
- Anyone with a concern or complaint may seek advice or support (e.g. a friend, relative, lawyer, union, employee assistance programme, counselling or mediation services). A support person and/or a representative may help raise a concern or make a complaint and may attend arranged meetings. A support person and/or representative is expected to respect privacy and confidentiality, as with other people involved in the process.
- We expect all concerns and complaints to be raised in a respectful way, in accordance with our conduct expectations and inclusive kura culture. The kura will assess and respond to all concerns and complaints in a timely, fair, and respectful manner.
- Concerns and complaints should be raised as soon as possible to allow the kura to respond effectively. There is no time limit on when a concern or complaint may be raised with the kura. A concern or complaint relating to an historic event may require a more complex investigation and response. This includes historic **sensitive claims**.

### How to raise a concern or complaint

Concerns and complaints can be raised verbally or in writing. If a concern or complaint raised verbally cannot be resolved through discussion, the person who receives the information may make a written record of the discussion or ask that the concern or complaint be received in writing.

- Anyone who has a concern or complaint should raise it as soon as possible with an appropriate person at the kura. This is usually with a kaimahi who is directly involved (e.g. classroom teacher, teacher in charge of a programme). The person who receives the concern or complaint may refer the matter to a more appropriate kaimahi, which may include senior kaimahi, the tumuaki, or the board.
- Serious matters can be raised directly with the tumuaki, who may escalate the matter to the board as required.
- A concern or complaint about the tumuaki should be raised with the presiding member.
- A concern or complaint about the presiding member should be raised with another board member.

If a person feels their concern or complaint has not been resolved after receiving a response, they may escalate the matter to the tumuaki or board.

We encourage kaimahi to raise employment-related concerns with senior kaimahi in the first instance. Kaimahi may raise a personal grievance if the matter meets the requirements of the Employment Relations Act 2000. See **Personal Grievance**.

If a person has a concern about certain types of serious wrongdoing and fits the definition of a **discloser** they may choose to instead make a protected disclosure. See **Making a Protected Disclosure**.

Anyone who wants to raise a **sensitive claim** at the kura should raise this with the board. The board may need to refer the matter to other agencies, as appropriate (e.g. police).

### Providing information

Information provided as part of a concern or complaint should be as complete as possible, including the names of people involved and dates of events, if appropriate, and any steps taken to resolve the matter. Contact details should also be provided.

In circumstances where a person does not want to disclose their identity, they should indicate this and explain their reasoning but should be aware that it may not be possible for the kura to maintain their anonymity, or to effectively investigate and respond to anonymous concerns or complaints. The kura is likely to be restricted in the actions and responses we can take in relation to matters that are raised anonymously, and may consult with NZSBA or seek legal advice.

## What happens next

The kura aims to acknowledge and respond to concerns and complaints promptly. For information about how the kura will respond to a concern or complaint, see **Assessing and Responding to Concerns and Complaints.**

If a complaint is raised about a specific person, we inform that person at an early stage to ensure fairness and meet the requirements of **natural justice**, unless there are exceptional circumstances (e.g. safety concerns).

It is likely that a kura representative will meet with the person who raised a concern or complaint and any person who is the subject of their concern or complaint.

We expect parties involved to:

- respect **privacy and confidentiality**
- allow the kura to follow our procedures
- not communicate with each other until next steps are agreed and/or notified (this applies both in and out of kura).

If a person who has raised a concern or complaint decides to withdraw it, the kura may need to consult with NZSBA or seek legal advice, as the matter raised may still require consideration and response.

## Related policies

- **Personal Grievance**
- **Making a Protected Disclosure**
- **Privacy Policy**
- **Inclusive Kura Culture**

## Legislation

- Employment Relations Act 2000
- Privacy Act 2020
- Protected Disclosures (Protection of Whistleblowers) Act 2000

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