

# Complaints Policy and Process

## Policy

The Board has a responsibility to ensure that the right of the rangatahi, rangatahi parents to make a complaint is understood, respected and addressed within the appropriate legislation whilst recognising the need to facilitate the fair, simple, speedy, and efficient resolution of complaints.

This policy and process applies to complaints about:

- (a) Non-compliance with the Education (Hostel) Regulations or conditions of the license
- (b) Dissatisfaction about services provided by InZone Education Foundation
- (c) Dissatisfaction with the conduct of a staff member.

## Complaints may be from:

Rangatahi, Parents, Staff members, School Board members or members of the public, however for a complaint about non-compliance of the Education (Hostel) Regulations 2005 may only be from a rangatahi or the rangatahi parent or member of the school board of school at which the rangatahi attends.

## Complaint needs to be:

In writing or oral, however, if oral it must be put into writing by the Chief Executive Officer as soon as practicable if the complainant is unable to be put into writing themselves.

All complaints are to be addressed to the Chief Executive Officer in the first instance. If the complaint is in relation to the Chief Executive Officer, the complaint should then be addressed to Chair of the InZone Education Foundation Board of Trustees.

## Procedure for resolving complaints

1. Within 5 working days:  
The CEO, InZone Education Foundation Board (IZEF Board) as kāinga owner or the person representing the IZEF Board will:
  - Resolve the complaint or; send an acknowledgement letter of receipt to the complainant and inform the complainant of any relevant internal complaint procedures.
  - Where appropriate, decide whether the complaint is justified in accordance with the Hostel Regulations
2. Within 10 working days after acknowledgement of receipt of complaint, the CEO, IZEF Board or the person representing the IZEF Board will:
  - Decide that the complaint is, is not justified, or decide that additional time is needed to investigate the complaint. In this case the IZEF Board or the person representing the IZEF Board must determine how much additional time is needed and decide as soon as practicable whether the complaint is justified.

3. After making a decision

The CEO, IZEF Board or the person representing the IZEF Board must inform the complainant of:

- The reasons for the decision that the complaint is or not justified; and
- Any actions the CEO or IZEF Board proposes to take; and
- Any procedure the CEO or IZEF Board has in place to enable consideration of an appeal by the complainant against the decision on the complaint; and
- The role of any relevant external agency that may be available to assist the complainant or to investigate the complaint if it is not resolved to the complainant's satisfaction.

This is represented in the attached process.

