



## Elizabeth House

### Concerns and Complaints Policy

#### Outcome Statement

All complaints, concerns and incidents are attended to promptly, respectfully, restoratively and professionally, honouring the human dignity and equality of all involved, and seek to bring effective resolution to all parties concerned.

#### Scoping

In order to maintain a safe and comfortable environment for all students, staff and visitors, an accessible procedure for handling complaints and grievances will be implemented and maintained to provide an open and fair way of resolving issues and will comply with all relevant legislation.

#### Delegations

The Mission College New Plymouth Trust Board (**Board**) delegates to the CEO of Elizabeth House (**CEO**) full responsibility of ensuring processes are in place and operating effectively and adequately. In the event of a complaint or grievance concerning the principal, responsibility lies with the Board.

#### Expectations and limitations

In complying with the policy, the CEO shall not fail to:

- Ensure the equality of all people is acknowledged and their human dignity maintained when following all concerns and complaints procedures
- Implement and maintain robust procedures to meet the policy requirements
- Ensure that the process for complaints or grievances is clearly communicated and available to those that wish to access this. (SHGC website - Complaints and Concerns).
- Ensure that the complainant has previously followed Elizabeth House's concerns and complaints procedure before escalating to Board level.

Should the Board receive a complaint regarding the CEO or determine that any policy violation may have occurred, the Board in the first instance will consider whether this may be dealt with in an informal manner (as per any contractual provisions that apply to the CEO).

Where the Board considers the degree and seriousness of the concern or any violation sufficient to warrant initiating a disciplinary or competency process, the Board shall seek the support and advice as required to ensure due process is followed.

Should the Board receive a complaint about historic abuse or harm, it should refer to the National Office for Professional Standards of the Catholic Church in Aotearoa New Zealand guidelines.

The Board shall advise its insurance agent of any complaint escalated to the Board.

Once the dispute Resolution Scheme comes into effect, in the event that a serious dispute is not able to be resolved, the board shall advise the parent of their right to apply to the Chief Referee for the dispute to be resolved by a dispute resolution panel.

## Procedures/supporting documentation

Sacred Heart School Concerns and Complaints Policy

Elizabeth House Concerns & Complaints Procedure

Principles of Catholic Social Teaching

National Office for Professional Standards of the Catholic Church of Aotearoa New Zealand

## Monitoring

The CEO shall maintain a register of complaints and resolutions and report to the Board at least quarterly per annum outlining numbers of complaints, resolution success figures and any areas of concern for Board deliberation.

## Legislative compliance


Education and Training Act 2020

Relevant employment agreements

Relevant professional standards

Education (Hostels) Regulations 2025

Reviewed:	Next Review:
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Signed (Presiding Member): 	Date of Board Meeting reviewed and accepted: 11 <sup>th</sup> November 2025
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