



Principal complaints checklist

Once a letter of complaint has been received, the principal will ensure the following process is followed:

	Notes/date completed Attach all meeting notes
1. Principal to refer to the Concerns and Complaints Policy and the procedures for a formal complaint.	
2. Principal is to acknowledge by text, phone call or face to face conversation the receipt of the complaint and assure the complainant of the process within 24 hours. Document this discussion.	
3. Principal to provide the complainant with a copy of the Concerns and complaints policy and the Concerns and complaints flowchart.	
4. Principal to check the procedures for formal complaint have been followed.	
5. Principal will make time to discuss the complaint face to face with the complainant and the presiding trustee. Inform the complainant that they may bring support persons.	
6. Principal will supply a copy of the written complaint, a copy of the concerns and complaints policy and the concerns and complaints flowchart to staff members involved. Arrange a time to meet with the staff members involved and any support peoples.	
7. Principal to investigate the complaint with a view to resolution. Meet with the complainant. Inform the complainant and support peoples about the process. Document this conversation. Listen to the complaint.	
8. Principal to investigate the complaint with a view to resolve the complaint. Meet with any staff members involved. Inform the complainant and support peoples about the process. Document this conversation. Listen to their account.	
9. Principal to research any relevant legislation, employment agreements or regulations to ensure you are meeting requirements for being a good employer. Contact MoE or NZSTA if necessary. Document this discussion.	
10. Principal to meet with the board to discuss the complaint and possible resolution. Document this discussion.	
11. Principal to hold final meeting with the complainant within 21 days of the step 5 to discuss possible resolution. Advise the complainant of further options if the resolution is not acceptable to them. Document this discussion.	
12. Principal will present a full written report to the board outlining all actions taken, advice received, meetings held, justified decisions made and the time taken for this complaint. Present this report to the board using in committee board processes.	