



Aidanfield

Christian School

PROCEDURES FOR DEALING WITH GRIEVANCES AND COMPLAINTS

To meet Code obligations under Outcome 15 Offers, enrolment, contracts and insurance 62 (1h); Outcome 17 Orientation 70(1e) and Outcomes 21 and 22 Grievance Procedures a procedure for dealing with grievances and complaints is in place.

At Aidanfield Christian School, the manner in which we deal with all Grievances and Complaints, will be based on the Biblical Model outlined in the Concerns and Complaints Policy available on the website or on request.

1. Grievances Procedures

The school has developed procedures for students to express grievances and have them dealt with fairly and effectively. Please refer to the ACS Concerns and Complaint Policy.

2. Complaints Process

The school provides information to students or parents on how to submit a formal complaint to NZQA in the event they are not satisfied with how their grievances were dealt with by the school.

The school will:

- display the complaints.
- provide information about complaints process on the school website.
- include information about the complaints process in pre-departure information, Student Handbook and (age appropriate) orientation materials.

3. Internal Procedures for Addressing Grievances

The school has developed internal procedures for dealing with grievances by international students or their parents/legal guardians or other stakeholders.

These procedures

- identify the key staff involved and clearly define their roles and responsibilities at each stage of the process.
- determine how the grievance and complaint procedures are communicated to students, parents, and other parties.
- identify how an international student grievance, the steps taken to resolve it, and the outcome are recorded.
- align with the procedures for students to raise grievances.
- are regularly reviewed.

In developing these procedures, the school has

- applied the principles of fairness, consistency, objectivity, and promptness when responding to grievances in line with the procedure for domestic students.
- used staff experienced in working with international students and the requirements of the Code to develop and review the procedures.
- ensured that all staff who may be approached by students with concerns, understand the school's Code responsibilities and have training in how to respond appropriately to concerns or grievances, including active listening, and applying the principles of fairness, consistency, objectivity, and promptness.



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- identified individuals within or outside of the school who may be appropriate advocates for students who wish to talk to the school about a grievance. These include a list of first language speakers and their contact details, for all language groups within the international student cohort.
- informed students that the school has access to first language support people, should they need advocacy or support.
- checked that the information given to students matches with actual practice.
- hold specific meetings where staff discuss student issues and concerns and identify and address these early: (international staff or teacher team meetings/ student case conferences)
- kept records of all grievances received, the steps taken to resolve them and outcomes in each case in the individual file for each student, under Pastoral Care
- communicated with parents about concerns expressed by their child and how the school is addressing these concerns.
- identified the points at which parties will be updated on progress, and how they will be informed of these updates.
- provided all parties with a written summary of the outcome of the grievance.
- checked in with the student and, if necessary, their parents after the matter have been resolved to ensure they have been able to resume student life and do not need additional support
- referred any ongoing grievance to a different (more senior) person within the school than the staff member(s) who dealt with the initial grievance.
- gathered feedback on the effectiveness of the procedures and make changes as necessary as part of the school's self-review process.

Board Chair Sign:

Adopted On:

March 2024

Date of Review:

March 2025