Concerns and Complaints Process

Step 1

Your concern is GENERAL IN NATURE OR ... involves a particular STUDENT OR STAFF MEMBER.

Contact the person involved to arrange a time to discuss the matter privately. Indicate what the concern is about and let them know if you'll bring a support person to the meeting. If the concern is about a student/client, contact the director.

Meet with the person involved to discuss the matter. Be prepared to listen to different points of view and try to work towards a resolution. This may require another meeting and/or involve senior management.

Is the matter resolved? Provide feedback as to whether you were satisfied with the outcome, or if the is not resolved.

Yes

NO FURTHER ACTION REQUIRED

NO

Step 2

Your concern has NOT been resolved by meeting with the person concerned OR ... does NOT involve a particular student or staff member OR ... you DO NOT wish to approach the person concerned OR ... involves the director or a trustee (board member)

Contact the director, senior management, or board member (as appropriate) to arrange a time to discuss the matter privately. Indicate what the concern is about, any steps taken to resolve the matter, and let them know if you'll bring a support person to the meeting.

Meet with the appropriate person (as above) and discuss the matter. Be prepared to listen to different points of view and try to work towards a resolution.

The director may involve other people to help resolve the concern.

Is the matter resolved? Provide feedback as to whether you were satisfied with the outcome, or if the matter is not resolved.

YES

NO

Step 3

Your concern has NOT been resolved by previous steps OR ... your concern is more serious OR ... your concern is serious and it's not appropriate to contact the director (senior management) about it.

You can make a formal complaint. See Rongo Mauris Making a Formal Complaint or Serious Allegation procedure .

Put the complaint in writing (email or letter), giving as many facts and details as possible, and any steps taken to resolve the matter. Include your name, signature, and contact details. Send to the Director, presiding member (board chair), or other board member, as appropriate.

Your complaint will be acknowledged. Rongo Mauri will decide whether a formal investigation is necessary or appropriate. See the Making a formal complaint or serious allegation procedure.

If a formal investigation is required, subject to privacy, confidentiality, or other ethical and legal requirements, Rongo Mauri may keep you informed about the investigation process and timeframes, including confirmation of when the matter is concluded.