

What to do if you have a concern or a complaint

DHS hostel believes concerns are best dealt with informally, by discussing the issues with the people concerned, supervision staff or hostel management. When this doesn't work, or if the issue is serious, then a formal complaint should be made to the Boarding Manager. All hostel staff can provide information and support for people wanting to raise concerns or make a complaint. DHS guidance staff or Hostel BOT Committee Parent or Student Reps may also be able to assist in this role.

You can talk to any of these people about your concern:

Do you feel ok about raising the issue with **the person/people concerned**?

Do you feel ok about raising the issue with a **supervisor or staff** member?

Do you feel ok about raising the issue with the **Hostel Manager or Matron**?

Do you feel ok about raising the issue with the a **Parent or Student Rep** on the Hostel Committee of the BOT or the DHS **Principal**.

If your complaint is against The Manager, you can make your complaint to the Dunstan High School Principal in Alexandra by telephoning 03 4488595 and asking for the principal or deputy principal and informing them you wish to make a complaint, or ask a staff or board member you feel comfortable with to do this for you.



Want support?

You can use a support person to help you at **any stage** of this process.

Examples of who a support person could be:

- A staff member chosen by you.
- A parent.
- A Parent or Student Board Rep.
- A friend or relative.
- A neutral person provided by DHS at your request (such as school counsellor).

Each time you talk with someone decide:



Discuss the problem

Satisfactory outcome



Still a problem



Try Again-
Talk to the next person on the list.

Make a formal complaint



Contact the Boarding Manager to make a Formal Complaint

How? Call **03 448 7506** and ask for The Manager, or write to The Boarding Manager, Dunstan High School Hostel, 99 Russell St, Alexandra 9320

You should write down as much of your complaint as you can. If you cannot write the complaint down DHS Hostel will provide someone to help you write the complaint down.



The Manager or Principal will investigate the complaint using the *Formal Complaints Procedure*. A copy of this procedure will be supplied to you at this time. The outcome of the investigation will be advised to you as soon as is practically possible following the completion of the investigation.



You will be advised if the Boarding Manager or Principal believe you have any rights to appeal the decision/outcome of the investigation. In the case of International Student this will include advising you how to contact the International Education Appeal Authority and your rights under the Code of Practice.





Formal Complaints Procedures

Purpose of this Procedure:

The purpose of this procedure to ensure that all staff students and parents of the Dunstan High School Hostel community are provided with a clear and robust process for making formal complaints about the Hostel. The processes set out in these procedures will meet our obligations under the Education (Hostels) Regulation and shall include all complaints regarding non-compliance with the regulations or conditions of the License.

Key Components of this Procedure:

1. Students, parents and staff will have a clear process for making formal complaints.
2. Formal complaints will be serious matters which are unable to be resolved using the informal processes outlined in the procedure What to do if You have a Concern or Complaint.
3. The formal complaints process will be used to investigate any allegations of physical, sexual or psychological abuse or mistreatment or any complaint regarding non-compliance with the regulations or conditions of the license
4. The formal complaint procedure will provide a written timeframe for the resolution of the Complaint.

Policy

Also refer to the following DHS Hostel policies (if appropriate):

- DHS Hostel Dealing with Sexual, Physical and Emotional Abuse Policy
- DHS Reporting Child Abuse Allegations
- DHS Hostel Sexual Harassment Policy

Standard Procedures for Making A Formal Complaint.

1. Formal complaints are received by the Boarding Manager, or if the complaint is against the Manager, by the Principal of Dunstan High School, or the Chairperson of the Dunstan High School Hostel Committee.
2. The complaint is put in writing if it is not already written down.
3. Immediate action is taken to ensure the safety and wellbeing of any student concerned, this may include organising emergency accommodation, or an alternative care. Consideration should be given to contacting the student's parents, if they are not already involved in the situation, and parents should be contacted at this stage if it is in the best interest of the student to do so.
4. If the complaint is against the Manager, or if in the Manager's opinion the complaint is serious, then it should be referred to the Hostel Sub-Committee of the DHS BOT immediately, and the Board Chairperson and Dunstan High School Principal should be notified as soon as possible.

5. Within 5 working days of receipt of the written complaint:

The Manager or DHS Principal will :

- a. send an acknowledgement letter of receipt to the complainant
 - b. send a copy of all information held by the Manager that is or may be relevant
 - c. decide whether the complaint is justified in accordance with regulation 69
6. The complaint is investigated. The Manager, or the Hostel Sub-Committee of the BOT, may call together an advisory group including the hostel management and staff, school guidance counsellors, representatives of other professional groups, and trustees to discuss the results of the investigation and advise on the possible outcomes of the complaint. Matters considered in any investigation will include:
- hearing both sides of the issue .
 - wider investigation to establish the facts.
 - adherence to DHS Hostel policy and procedure, Education (hostels) Regulations, the Code of Practice for International Students (if applicable) as well as any other statutory requirements.
 - reaching a fair decision.
7. If the complaint concerns aspects of immediate student welfare, The Manager or Hostel Sub Committee of the BOT, will give due regard to the importance of a timely outcome to the welfare of the student in the decision making process, and may take steps to enhance the complainants welfare, which may be prior to the complaint being resolved, and will be without regard for the final outcome of the complaint.
8. If the complaint is against a member of staff, due regard will be given to informing them of their rights under relevant employment agreements and the DHS Hostel policy.
9. A decision on whether the staff member should be suspended pending the outcome of the investigation should be determined as soon as possible, and with regard to protecting the welfare and dignity of the young person making the complaint.
10. Confidentiality is always to be maintained. Issues are neither debated nor responded to publicly.
11. **Within 10 working days** after acknowledging receipt of the complaint: The manager or principal will decide if the complaint is justified.
- Or**
- Decide that additional time is needed to investigate the complaint. In this case the owner must determine how much additional time is needed and decide as soon as practicable whether the complaint is justified. If the additional time required to investigate the complaint is more than 20 working days, the owner must inform the complainant as soon as practicable of the fact of, and reasons for, the determination and that the owner is required to decide as soon as practicable whether the complaint is justified.
12. **Once a decision has been made** the Manager or Principal will inform the complainant of the decision and:
- a. The reasons for the decision that the complaint is or is not justified; and
 - b. Any actions the owner proposes to take; and
 - c. Any procedure the owner has in place to enable consideration of an appeal by the complainant against the owner's decision on the complaint; and
 - d. 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 includes complaints referred to the International Education Appeal Authority (IEAA) in the case of International Students. The IEAA can be contacted C/o Ministry of Education, PO Box 47-911, Ponsonby, Auckland.
13. These procedures will be reviewed in accordance with DHS Hostel programme of self-review.