WANGAPEKA EDUCATION TRUST COMPLAINTS PROCEDURE PROCESS

If direct communication with the people concerned seems safe and/or possible, please try this first. If this is not suitable for the situation, or the outcome is not complete, then follow the next steps in the process.

Complaint directed to the Land or Office Caretakers.



Coordinator acknowledges receipt of letter, explaining the next steps of the process and table the complaint to be discussed at next Board of Trustees meeting.

If this cannot be resolved in this way the complaint should be made in writing to the Board Coordinator, setting out full details of the issues.

Offer is made to complainant to participate in a process or forum. If they wish to do this they may bring a support person. This process may include Trustees, Elders and any person who is the subject of the complaint. If the process is not wanted, or does not provide an adequate resolution the Board Coordinator will investigate the complaint more fully. An ethics committee may be appointed and will provide a written response to the complainant within 21 days from the Board meeting.



If , in the view of the complainant this process has still not provided an adequate outcome, they may at any time refer the matter to any other relevant legal authority.



If a response can not be given within 21 days, or if an Ethics sub-committee is deemed suitable, the coordinator will communicate these details, as well as a new time frame to the complainant.