



Phone: 027-4606984
Email: info@socialsocks.co.nz
Web: www.socialsocks.co.nz
PO Box 5638, Terrace End
Palmerston North, 4441
New Zealand

Social Socks Charitable Trust Complaints Policy

Rationale

Social Socks aims to operate in a way which gives no cause for complaint. The Social Socks complaints policy outlines how to deal with complaints that may arise from delivery of the Social Socks programme.

Objectives

The Social Socks Complaint Policy gives guidance to both parent and staff member who may have cause to make a complaint. It outlines the complaints procedure, who deals with the complaint, and how the complaint is dealt with.

Procedures

If a parent has complaint:

If a parent/s are concerned about any aspect of delivery of the Social Socks programme or Social Socks facilitator, volunteer or student, they are asked initially to discuss it with the Social Socks Team Leader or the classroom teacher.

If the matter cannot be resolved through discussion, a formal written complaint may be made, addressed to the Social Socks Director.

If a written complaint is received the Social Socks Director will acknowledge in writing to the complainant receipt of the complaint, with an outline of how the complaint will be handled.

The Social Socks Director will then consider the complaint. Evidence from all involved in the matter may be collected via meetings, with recording of details of the incident. All details will be considered by the Director and will be used to inform their decision about the complaint.

The complainant will receive written information about the Social Socks Director decision. If the complaint is considered justified, this information will include an indication of the steps being taken as a result of the complaint.



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If the parent is unhappy with the Social Socks Directors decision they may take their complaint to the Social Socks Trust Chairman who will investigate the complaint and procedures of the complaint, informing the parent of their findings and decision.

If Social Socks staff have a complaint about a procedure or another Social Socks staff member:

The staff member will be asked to discuss the matter with the Social Socks Team Leader, in the first instance, or Social Socks Director. If the complaint is about the Social Socks Team Leader or Director, each will document the complaint and it will be referred to the Board Chair.

If there is a complaint against a director it should go directly to the Board Chair.

Information and evidence from all involved in the matter may be collected via meetings, and recording of details of the incident. All details will be considered accordingly by senior staff and Board Chairperson and will be used to inform their decision about the complaint and set out steps to be taken as a result of the complaint. Feedback will be given to the staff complainant including an indication of steps being taken because of the complaint.

It is noted that this policy is cross referenced with Social Socks Personnel Policy and Social Socks Child Protection Procedures.

If the complainant is unsatisfied at any point of their complaint procedure they have the option to contact the Local Ministry of Education Office. Phone +64 4 463 8000, who will give further advice and support.

Approved: _____

Date: 20 April 2017

Reviewed: _____

Date: _____