



GOOD SHEPHERD SCHOOL

# COMPLAINTS POLICY



Good Shepherd School recognises the uniqueness of each individual as part of God's creation and supports this through the development of the individual's spiritual, social, emotional, intellectual and physical ability. Good Shepherd School acknowledges that education is provided within the Catholic context.

The Good Shepherd School Board of Trustees recognises the unique position of Māori as tangata whenua, and its role and responsibilities in meeting its obligations under Te Tiriti o Waitangi / The Treaty of Waitangi. Good Shepherd School is, therefore, committed to Te Tiriti o Waitangi and its practical expression in our school.

Good Shepherd School supports its students, staff and community and will deal with complaints in a manner that reflects the Special Catholic Character of the school.

1. The principal will ensure that fair and reasonable procedures are developed and implemented so that complaints are dealt with in a consistent and timely manner.
2. Any complaint against the principal should be made in writing to the chairperson of the board of trustees.
3. Complaints about the board of trustees can be directed to the Office of the Ombudsman.

---

DANIEL ERICKSON  
Chairperson

September 2024  
Approved

2027  
Next Review