

## **COMPLAINT PROCEDURE (HOSTEL)**

### **Purpose**

This procedure should be followed in the event of a complaint relating to the operation of the hostel, and specifically about any non-compliance with the Education (Hostels) Regulations 2005 or conditions of the licence.

Complaints may be from students, parents, staff members and board members,

### **Procedures**

The complaint needs to be in writing or put in writing by the hostel owner or a person representing the hostel owner as soon as practicable if the complainant is unable to put it in writing

#### **Procedure for resolving complaints:**

1. Within 5 working days:

The Hostel owner or the person representing the hostel owner will

- send an acknowledgement letter of receipt to the complainant
- inform the complainant of any relevant internal complaint procedures
- send a copy of all information held by the owner that is or may be relevant to the complaint
- decide whether the complaint is justified in accordance with regulation 69

2. Within 10 working days after acknowledging receipt of the complaint:

The hostel owner or the person representing the hostel owner will

- Decide that the complaint is or is not 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.

3. After making a decision:

The hostel owner must inform the complainant of

- The reasons for the decision that the complaint is or is not justified; and

- Any actions the owner proposes to take; and
- 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
- 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.

### **Hostel Owner**

The Mount Aspiring College Board of Trustees is the owner of the hostel. Contact details for the Board of Trustees can be obtained from the Executive Officer on 03 443 0499 or [learn@mtaspiring.school.nz](mailto:learn@mtaspiring.school.nz) or from the college website on [www.mtaspiring.school.nz](http://www.mtaspiring.school.nz).