



BOARDING HOUSE COMPLAINTS PROCEDURE (ACCORDING TO THE EDUCATION (HOSTELS) REGULATIONS 67 – 70)

Rationale

The College's Mission Statement is to help each boy develop fully by faith and by works. To assist in achieving this aim, a key element is the partnership between parents, students, staff and the boarding school.

The Complaints Procedure will aid in ensuring that the rights, needs and obligations of all members of the Bedean family are addressed within the appropriate legislation whilst recognising the principles of natural justice and the College's Catholic Special Character.

Complaints about:

- Non-compliance with these regulations or conditions of the license

Complaints may be from

- Students, parents, staff members and Board members

The complaint needs to be:

- In writing or put into writing by the hostel owner or person representing the hostel owner as soon as practicable if the complaint is unable to be put into writing [regulation 67\(3\)](#) _

All complaints are to be addressed to the Assistant Rector (Boarding) in the first instance. If the complaint is in relation to the Assistant Rector (Boarding), the complaint should then be addressed to the Rector of St Bede's College.

Procedure for resolving complaints:

1. Within 5 working days (regulation 68)

The Board of Proprietors, or the person representing the Board of Proprietors, 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 acknowledgement receipt of complaint [regulation 68\(2\)\(b\)](#)

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.

3. After a decision is made

The hostel owner must inform the complainant of:

- The reasons for the decision that the complaint is or 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 (depending on the nature of the complaint and

resources available at the time) be available to assist the complainant or to investigate the complaint if it is not resolved to the complainant's satisfaction. Relevant external agencies referred to in regulation 70(1)(d) may include the authority, the Chief Review Officer (if the complaint relates to the provision of a safe physical and emotional environment that supports learning for students accommodated in the hostel), the Children and Young People's Commission, the department responsible for administering the Oranga Tamariki Act 1989, and the New Zealand Police.

Regulation 70(2): amended, on 1 July 2023, by section 41 of the Children and Young People's Commission Act 2022 (2022 No 44).

Regulation 70(2): amended, on 14 July 2017, by section 150(2) of the Children, Young Persons, and Their Families (Oranga Tamariki) Legislation Act 2017 (2017 No 31).

Supporting Acts

- Privacy Act
- Employment Relations Act
- Education (Hostel) Regulations
- Vulnerable Children Act
- Protected Disclosures Act

Date policy reviewed: June 2025

Signed:

A handwritten signature in black ink, consisting of a large, stylized initial 'A' followed by a series of loops and a long horizontal stroke extending to the right.

Date of next review: Within three years as per schedule