



TAIERI COLLEGE

SPORTS COMPLAINTS GUIDELINES

Purpose:	<p>These guidelines apply to the following concerns:</p> <ol style="list-style-type: none">1. By a student regarding a coach, manager, teacher in charge or another student.2. By a parent regarding a coach, manager, teacher in charge or a student.3. By a coach regarding a parent, teacher in charge or a student. <p>Taieri College can be contacted through the contact details listed on the College website. http://www.taieri.school.nz</p>
Concerns:	<ol style="list-style-type: none">1. In the first instance, issues should be addressed to the individuals concerned. A meeting may be arranged with relevant personnel.2. In most cases the situation will have a positive resolution for all Parties.3. In matters where satisfactory resolution has not occurred, the Complainant may refer their concerns to the person at the next Highest level of authority. Concerns will follow the following steps;<ol style="list-style-type: none">a. Initially, the Coach or Manager concernedb. Next, The Teacher in Chargec. Next, the Head of Sportd. Lastly, the Principal or member of the Senior Leadership Team (if the Principal is unavailable)4. Concerns from parents or caregivers may come initially through Taieri College Sport Office or Office. The office staff will either redirect the call to the appropriate staff member or take a message to be passed on to the appropriate person.5. All concerns from parents or caregivers will be responded to immediately and a date given for a resolution. A telephone call to the parent or caregiver may be all that is required to resolve their concerns.6. Should a parent/individual not be satisfied with the outcome, they will be offered the opportunity to have it dealt with as a formal complaint.7. Formal complaints are to be received in writing and are to be dated and signed.