

Kaupapa Here me te Tūkanga | Policy and Procedure

OWNER: Chief Executive

DATE APPROVED: 10 October 2023

NEXT REVIEW DATE: 10 October 2026

Kaupapa Here Kōamuamu me te Tūkanga Complaints Policy and Procedure

Whaingā Matua | Purpose

The purpose of this policy is to:

- confirm the Teaching Council of Aotearoa New Zealand's (Council) commitment to maintaining a safe and healthy workplace for all employees and all visitors to the Council,
- This policy explains how you can make a complaint about Matatū Aotearoa | Teaching Council of Aotearoa New Zealand (Teaching Council) and how your complaint will be handled.

Korahi | Scope

- This policy applies to complaints about the behaviour or services provided by Teaching Council staff or Governing Council members. There is a different process for making a complaint about a teacher's or professional leader's conduct or competence. Please refer to: [Reporting a concern : Teaching Council of Aotearoa New Zealand](#)

Hītori | Background

1. The Teaching Council is an independent statutory body for the New Zealand teaching profession, representing over 150,000 registered teachers in New Zealand, from early childhood education, through to primary and secondary schooling, in English and Māori medium settings. Our Governing Council is supported by an organisation of about 100 employees working across key functions including customer service, professional services, registration, professional responsibility, and corporate services.
2. When a concern or issue is raised with the Teaching Council, we aim to respond promptly and responsibly and apply any learnings and services improvements that are identified as a result of a complaints process.

Tō Tātou Ngākau nui ki te Tiriti o Waitangi / Our commitment to Te Tiriti o Waitangi

1. The Teaching Council recognises Te Tiriti o Waitangi as a founding document of our nation. Te Tiriti provides a framework that allows for shared decision-making between Tangata Whenua¹ and Tangata Tiriti.²
2. The articles of te Tiriti are the foundation of this policy. This means that agreements outlined in the articles relating to governance, self-determination, equity, cultural and spiritual affirmation should be visible in the policy.
3. The values of the Teaching Profession anchor the practical application of this policy. Those values are Whanaungatanga, Manaakitanga, Pono, and Whakamana.

Tauakī Kaupapa Here I Policy Statements

3. Any person making a complaint will be treated fairly and with respect.
4. Complaints will be acknowledged promptly (within 2 working days) and assigned to the relevant senior staff member to look into the issue or concerns.
5. We will be objective, impartial, and manage the matter confidentially in accordance with privacy obligations.
6. We will respond to complaints in writing within reasonable timeframes, related to the seriousness of the matters raised.

Ki te Tuku He Kōamuamu I Making a complaint

What is a complaint?

7. A complaint is an expression of unhappiness or concern about a particular action, service, or decision which requires a response.
8. Any person may make a complaint to the Teaching Council. To help us investigate and respond in a timely way, specific details of the incident, conduct, or behaviour giving rise to the complaint should be provided.
9. A complaint might include:
 - Dissatisfaction with the way the Teaching Council has followed its policies and procedures.
 - Delays in responding.

¹ *Tangata Whenua* is a generic term for Māori comprising of those with mana whenua responsibilities (Māori who are tied culturally to an area by whakapapa and whose ancestors who lived and died there), together with Taura here (Māori, resident in an area, but who belong to waka and tribes from other parts of Aotearoa/New Zealand)

² *Tangata Tiriti* is a generic term to describe people whose rights to live in Aotearoa/New Zealand derive from Te Tiriti/Treaty of Waitangi and the arrangements that the Crown has established under a common rule of law, and the equity provisions of Article 3 of Te Tiriti/Treaty.

- Failure to achieve good standards of services.
- Our behaviour or attitude.

10. A complaint could be made to the Teaching Council by:

- A person directly approaching a Teaching Council staff member.
- A phone call.
- An email or letter to an individual staff member, a manager, the Chief Executive, the Governing Council, or even the Minister of Education.
- Including it as part of an Official Information Act request or Privacy Act request.

Refer to our [contact page](#) for our address, phone details, and email address. Note we do not accept anonymous complaints.

Ka ahatia mēna, he kōamuamu? | What happens when a complaint is received?

11. Complaints will be acknowledged promptly and within two working days. Complaints will be assessed and assigned to the relevant senior staff member who will look into your concerns. We will respond within reasonable timeframes related to the seriousness of the complaint, generally within 20 working days. Complex complaints may require more time; in those cases, an update will be provided on an expected timeframe.

Ka ahatia, mēna kāore koe e whakaae ana ki te whakautu o te kōamuamu? | What if you are dissatisfied with the response to a complaint?

12. If you are not happy with our response to a complaint, please write to the Chief Executive within 30 days, providing the reasons why you feel that the response is not satisfactory. The Chief Executive will review the complaint response and respond as soon as possible, generally within 20 working days. You can write to the Chief Executive via chief.executive@teachingcouncil.nz

13. Where a complaint relates to the Chief Executive or a member of the Governing Council, the complaint should be referred to the Chair of the Governing Council.

Ko te Arotake o tēnei Kaupapa Here | Review of Policy

14. This Policy will be reviewed by the Deputy Chief Executive – Operational Services every three years, or sooner if warranted by internal or external changes. Changes to the Policy will be recommended by the Deputy Chief Executive to the Chief Executive