

KAIKORAI VALLEY COLLEGE



STUDENT CONCERNS PROCEDURE

OBJECTIVES

- 1 To ensure that a Code of Student Rights and Responsibilities is written and published.
- 2 To ensure that students know the appropriate procedures for dealing with any infringement of their rights.
- 3 To ensure that concerns are made known to the appropriate people and treated with discretion and fairness.
- 4 To ensure that any concern investigated is followed up with a response to the student.

GUIDELINES

- 1 The "open-door" policy of the Principal, senior administration staff and other staff members is maintained, as well as the practice of self-referral to the Counsellor.
- 2 The Code of Student Rights and Responsibilities is made available to all students.
- 3 A list of people designated as contact for students is drawn up annually and published for their information.
- 4 Concerns are passed on to relevant staff members, where this is appropriate, and the Principal/DP/AP are informed in writing. The student is informed that the concern is being passed on.
- 5 Concerns are investigated. There is an undertaking to report back to the student once the concern has been addressed and dealt with.

Date of Confirmation by the Policy Group	27 August 2008
Date of Confirmation by the Board of Trustees	27 August 2008
Reviewed	27 August 2008
Reviewed	28 September 2011
Reviewed	28 May 2014
Reviewed	28 June 2017
Reviewed	28 June 2022
Next review:	June 2025