Concerns and Complaints Process

This information should be read alongside our Concerns and Complaints Policy and related policies on SchoolDocs.

OVERVIEW

You can raise concerns and complaints with our school verbally or in writing.

The school will assess and respond according to the nature of the concern or complaint.

The school will tell you how we plan to manage your concern or complaint, and let you know when the matter is closed.

HOW TO RAISE A CONCERN OR MAKE A COMPLAINT

Contact the following people at the school (verbally or in writing).

A staff member involved
(e.g. classroom teacher, head of learning area)

The principal
for serious matters

The board chair
for concerns or complaints about the principal

Another board member
for concerns or complaints about the board chair

- Concerns or complaints may be referred to a more appropriate person (e.g. senior staff, principal, board member).
- The school may ask you to put your concern or complaint in writing to help address the matter.
- You are welcome to have a support person (e.g. whānau member, friend, lawyer, union representative).
- Everyone involved is expected to respect privacy and confidentiality.

HOW THE SCHOOL MANAGES CONCERNS AND COMPLAINTS

We manage concerns and complaints in a timely manner and seek to protect people's mana and dignity. We ensure:

- people are treated fairly
- those involved have the opportunity to be heard
- decision-making is unbiased.

The school assesses the concern or complaint and responds according to its nature and seriousness, and who is involved (e.g. student, staff member, principal, board member).

NOTIFICATION AND CLOSURE

We will tell you about how we plan to manage your concern or complaint, and let you know when the matter is closed.

After responding to your concern or complaint, **the school considers the matter closed**.

If you feel your concern or complaint has not been resolved after receiving a response, you may escalate the concern or complaint to the principal or board.

After the board has dealt with a matter, there is no further avenue for consideration by the school.

If you need help to understand the concerns and complaints process, please contact the school.

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