# Concerns and Complaints

*Nearly all concerns can be resolved informally by discussions with people concerned*

Your concern/issue is general in nature OR involves a particular student or a staff member

Make contact with the person concerned to arrange a time to discuss the matter privately, indicating what it is about. If the concern is about a student , contact the student's awhina teacher.

Meet and discuss the issue. Try to work towards a resolution.

Be preapred to listen to different points of view. This may require another meeting or involve senior leadership.

Provide feedback to the staff member as to whether you were satisifed with the outcome of if the issue is not resolved

Is the issue resolved?

NO

Yes

Your concern/issue has not been resolved by meeting with the person concerned OR does NOT involve a particular student or staff member

OR you do not wish to apporach the person concerned

Make contact with the principal/senior leadership team to arrange a time to discuss the matter. Indicate what the concern is about, and the steps already taken to address the concern. Advise if you wish to have a support person present.

Meet with the principal/senior leadership and discuss the issue.

Be prepared to listen to different viewpoints and provide feedback on issue

The principal may involve any persons concerned to assist with the resolution

Is the issue resolved?

NO

Yes

Your concern/issue has NOT been resolved by previous steps OR your concern is more serious OR involves the principal or a board member

You can make a formal complaint

Put the complaint in writing, outlining the problem in detail, and the actions taken to resolve the issue to date. Include your name, signature and contact details.

Send to the principal and presiding member

The school follows the Formal Complains process for considering the complaint and determining the appropriate investigation

Once the complaint has been considered and resolved, the principal or board will write to you

Unless there are exceptional circumstances, a complaint will not be accepted unless it is in writing and the correct process has been followed.

You may be directed back to the staff member or principal/senior leadership team to follow the process.

No further action required