

PROCEDURE FOR DEALING WITH CONCERNS AND COMPLAINTS



WIGRAM

Primary School

Te Piki Kāhu

Starting Point

Your concern or problem involves a classroom matter or a particular staff member.

YES

Write a note or phone the staff member concerned to make a suitable time to discuss the issues. Indicate before the discussion what the concern is about.

Talk with the relevant staff member about the issue. Be prepared to listen to their point of view. This may require more than one meeting, and/or involve the deputy principal

Provide feedback to the staff member as to whether you were satisfied or not, to ensure the problem is settled.

Issue resolved?

YES

No further action is required

NO

Your concern or problem does not involve a classroom matter, or a particular staff member, OR has not been resolved by visiting the staff member.

YES

Write a note or phone the Principal and make a time to discuss the concern or problem. Indicate before the discussion what the concern is about, and the steps you have taken to remedy it.

Discuss with the Principal, be prepared to listen to their point of view also, and provide feedback to ensure the problem is settled. The concern may be referred back to the staff member(s) particularly where this process has not been followed to date.

Issue resolved?

YES

NO

Your concern or problem has not been resolved by visiting the staff member, the Principal, OR it involves the Principal or School Board.

You now have a complaint.

Write to the School Board, via the chairperson, outlining your problem, concern or complaint in detail and all actions taken to date. The chairperson will need to ensure the correct process has been followed before the board will consider it and may direct it back to the staff member or Principal. Include your name, signature and contact numbers. Your complaint will be acknowledged along with an expected timeframe for resolution.

Except in exceptional circumstances the BSchool Board will not accept any complaint unless it is in writing and a reasonable attempt has been made to resolve through this process. Once the board has considered and resolved the complaint the board will endeavour to convene a follow-up contact within one month.

NO