

Concerns and complaints process

Advice for students, staff, parents, whānau and community

Starting Point

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

1. Our preference would be that you contact the person immediately involved. If this is not appropriate or you do not feel comfortable with this, please contact the school (email admin@shqcnp.school.nz) or see the guide of who to contact below.

Make a suitable time to have a conversation about the concern. Indicate beforehand what the concern is about. Please allow 2 school days for a response.

- 2. Talk with the relevant staff member about the concern. Be prepared to listen to their point of view. This may require more than one meeting and/or involve support and whānau involvement.
- 3. Provide feedback to the staff member as to whether you were satisfied or not, to ensure the concern or problem is settled. You will be informed of the next appropriate staff member to contact should the need arise. Your contact will be noted.

Issue resolved?

Yes

Your concern or problem has not been resolved by meeting with the original staff member.

Communicate with the school that the concern is not resolved. A time will be arranged to meet with the next most suitable staff member.

Talk with this staff member and provide input to a solution. This may require more

This may require more than one meeting and/or involve other staff members, support or whānau.

Your concern or problem has not been resolved by following the process so far.

You now have a complaint.

Write to the board outlining your problem, concern or complaint in detail and all actions taken to date. Please email your complaint to BoardSecretary@shgcnp.school.nz The presiding member (chair) will need to ensure the correct process has been followed before the board will consider this matter and may direct you back to the principal. Include your name, signature and contact details. Your complaint will be acknowledged along with an expected timeframe for resolution.

Unless there are exceptional circumstances, the board will not accept any complaint unless it is in writing, signed and a reasonable attempt has been made to resolve the issue through this process. Once the board has considered and resolved the complaint, the board will endeavour to convene a follow-up contact within 1 month.

