



## Maungaraki School Concerns/Complaints Guidelines

*A guide for parents, caregivers and students when making a complaint.*

If you have a concern or complaint about any aspect of our school life we're keen to hear from you.

We encourage you to contact the school to talk about your concerns, as most problems can be solved by talking to your child's teacher, the school office staff, or the school principal. They know your child and are best placed to help you. It is best if you let them know about your concerns as early as possible.

### Our approach

At Maungaraki School the aim in dealing with various concerns or complaints is for early intervention, constructive dialogue and a solution satisfactory for all parties through following a clear set of procedures. This deals with issues at an appropriate level when they arise.

### Making a complaint

Most concerns can be addressed through a simple conversation directly with the person concerned. However there may be occasions when you feel there is a need to escalate your concern to a formal complaint.

The table below provides you with information on how to make a formal complaint, including who to contact, how to best contact them and the appropriate levels of escalation where you are dissatisfied with an outcome.

Depending on the nature of your complaint the actual process and timeframes can vary. Where a complaint is more serious or complex and requires investigation this may take longer to resolve. If this happens, you will be informed of the progress and the result of your complaint by email, phone or writing at regular intervals until the matter is resolved.

Where you have made an appointment with one of the school staff or principal please advise us beforehand if you are intending to bring support personnel to meetings and discussions.

What	Who	How	Timeframe
If concern relates to day to day teaching and learning, or classroom practices...	<b>Classroom Teacher</b>	Make an appointment via phone or email for a face to face meeting	<b>Acknowledgement of concern and appointment to meet:</b> As soon as possible, but within 24 hours
If dissatisfied with outcome of concerns raised with the Classroom Teacher... <b>or</b> if the concern relates to syndicate wide events or activities...	<b>Team Leader</b>		<b>Meet to discuss Concern:</b> As soon as possible, but within 5 days of initial contact.
If dissatisfied with the outcome of concerns raised with Team Leader... <b>or</b> If the concern relates to school wide practices or procedures...	<b>Deputy Principal / Principal</b>		<b>Confirm Decision / Response:</b> as soon as possible, but within 5 days of the above meeting.
If dissatisfied with the outcome of concerns raised with DP or Principal... <b>or</b> If there is a concern that the BOT is not following it's own policies, or that it's practices breach our legal obligations...	<b>Board of Trustees</b>	In writing via email or letter to the Board Chairperson. This can be delivered either through the school office, or using the contact details available on the school website.	<b>Acknowledge concern and make appointment to meet:</b> As soon as possible, but within 5 days of receipt of advice  <b>Meet to discuss Concern:</b> As soon as possible, but within 10 days of receipt of advice  <b>Board Decision and</b>

			<b>Written Response to all Parties:</b> as soon as possible, but within 20 days of receipt of advice.
If dissatisfied with the outcome of concerns raised with BOT...	<b>Ministry of Education</b>	Contact our School's 'Senior Advisor' details available through the school office or the Lower Hutt MOE office.	As determined by MOE guidelines

### **Confidentiality**

The person dealing with your complaint or concern will advise you if confidentiality applies to your case, but generally confidentiality cannot be guaranteed. If your complaint is about another person they have the right to know the allegations and be given a chance to respond.

### **Further information**

If you have any questions regarding the Maungaraki School Concerns/Complaints policy please contact the school office. The full complaints policy is also available for you to view on our school website.