

# Complaint Protocols

## Complaints

Although by and large we always try our best to provide the best learning environment possible for our students we do occasionally get it wrong. With 1200 students and over a hundred staff there is plenty of scope for making mistakes and miscommunication.

If you have a concern or a complaint we do have a clear complaints policy on our website.

### **My advice is if you have an issue, concern or complaint:**

- Talk to your student regularly about school and how they are getting on.
- If you have an issue or concern, do not leave it, as it will grow into a bigger problem.
- Contact the school as early as possible even if you are not too sure. It is easier to solve a small issue than one that has grown over many months, especially a bullying issue.
- In the first instance contact the person concerned directly either by phone or email. All staff emails are on our website.
- If you are not happy with the first response we have a very clear chain of responsibilities.

**For a learning issue:** – Teacher – Faculty Head – Head of Curriculum

**For a Guidance issue** (e.g. bullying): Whanau Teacher – Whanau Leader – Head of Guidance

- Where at all possible make the complaint at the lowest appropriate level. Very few complaints need to come directly to the Principal, although there are some.
- It is very distressing for a teacher to have a complaint come directly to the Principal especially a complaint that can easily be resolved by the teacher. Often I receive complaints directly without the Teacher even knowing about the issue. Complaining to the Principal immediately implies an employment issue and escalates it.
- With 1200 students the Principal does not have time to investigate all complaints and will delegate within the management structure. After following these protocols and you are still not getting satisfaction then email me and I will follow it up.
- If you are not sure who to contact let the office know and they will direct you to the appropriate person.

- Emails can easily be misconstrued and can very often come across as aggressive without meaning to. A phone call directly to the person concerned is generally the best way to resolve issues. Late night, angry emails in particular can be somewhat detrimental to a smooth resolution.
- Complaints about the Principal can be made directly in writing to the Board of Trustees. I do not open Board mail myself.

I keep a copy of all of the complaints that I receive and the action taken for the Board and EROs perusal.