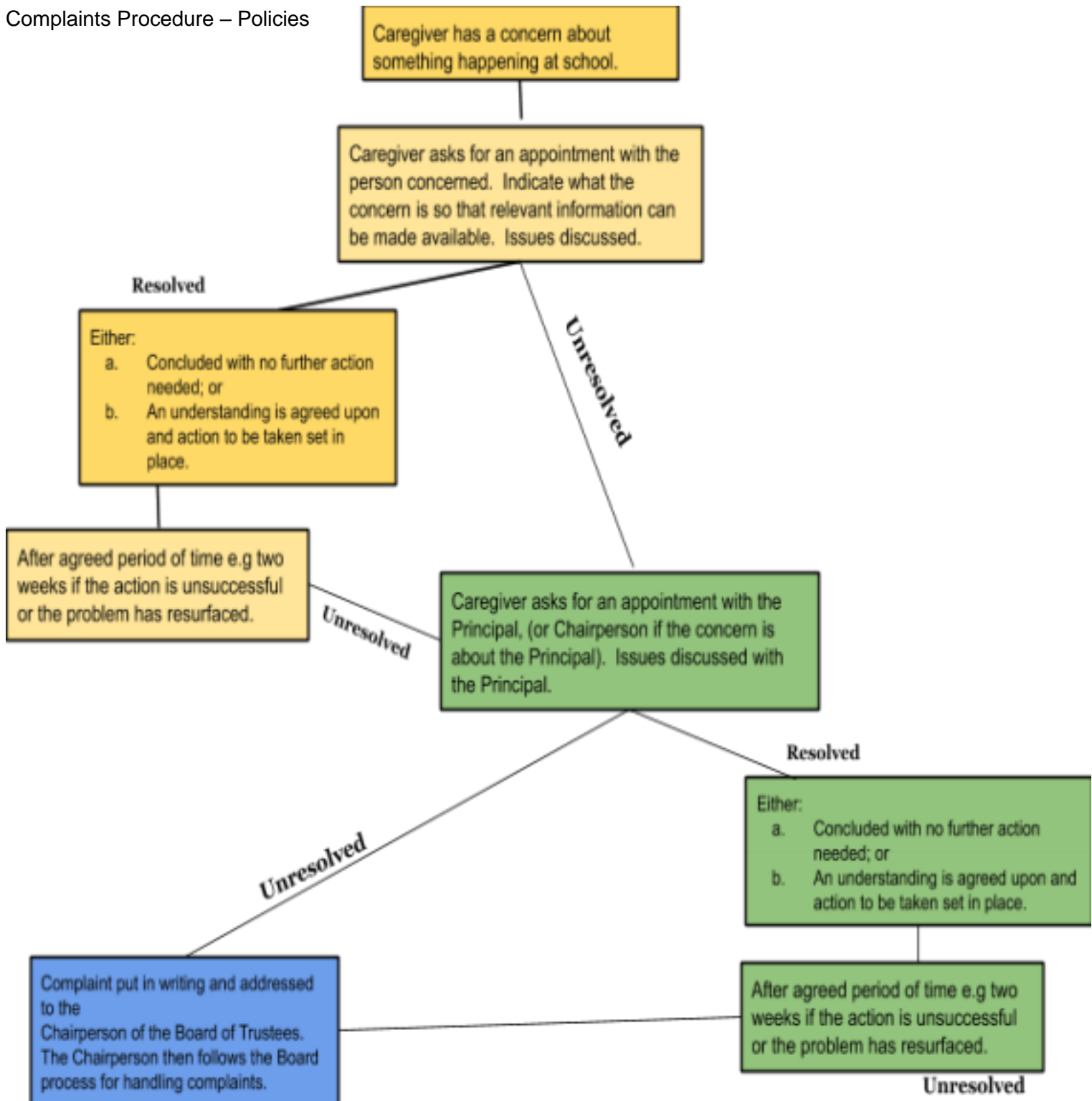




Essential Considerations

- Please contact us early rather than let an issue build up.
- Our aim is to be fair and as consistent as possible to everybody.
- If you are uncertain about approaching the school you can bring a support person.

Complaints Procedure – Policies



Tokanui School

Concerns and Complaints...

The following shows the procedure for receiving and handling concerns and complaints relating to the school.

Essential considerations:-

- Please contact us earlier rather than later. A small problem is easier to deal with.
- Our aim is to be as fair and as consistent as possible to all.

If you have a concern or wish to lodge a complaint...

Step 1. Parent or caregiver to talk directly to staff member concerned

Step 2. Informal discussion takes place between the principal, staff member, complainant, etc, to resolve the problem (or the board chair if the complaint is about the principal)

Step 3. If unresolved, the complaint is forwarded in writing by the complainant to the board, who may require verbal clarification.

Step 4. The person complained of responds in writing and may be required to clarify verbally to the board.

Step 5. The board makes all reasonable efforts to resolve the complaint.

If you have a concern or complaint, the first step is to contact the Office via a phone call or text and make arrangements to talk to the staff member involved, identifying what your concern is about. A return phone call or a meeting will be arranged.