

## Papatoetoe East Primary Complaints Procedure

### **School Policy**

Complaints will be treated in accordance with the school policy that states:

#### **3.6 Complaints**

*The school will deal with any complaints quickly, fairly and according to a consistent process.*

### **Guidelines for Dealing with Complaints**

The following guidelines apply to all stakeholders wishing to make a complaint including students, staff, and parents:

1. Complaints can be made in writing or in person to either the relevant person or a member of the Senior Management Team.
2. Matters regarding the curriculum and student learning should be discussed with the classroom teacher first, if possible.
3. The school will treat all communication confidentially.
4. At the principal's discretion outside parties may be consulted.
5. Serious complaints, if not settled in the first instance by robust dialogue, may require a formal investigation.
6. In the case of a complaint against the principal then a written complaint can be made to the school board and directed to the Chairperson.
7. All employees against whom a complaint has been made will be advised in writing of the nature of the complaint, the process of investigation, if any, and the availability of support as required.