

## Procedure for Dealing with Concerns and Complaints at Rangiora High School

We wish to make our school a safe place to learn for all our students at Rangiora High school. We want to work with parents /caregivers and students to resolve concerns or complaints in a fair and helpful way and encourage parents and caregivers to contact us so matters can be resolved at the earliest opportunity.

### STARTING POINT

#### Your concern involves a classroom matter or a staff member:

- Write a note to the staff member requesting they contact you. A note can be left at the office. Office staff will deliver it to the teacher concerned.

or

- Phone the school office (03 311 8888). Office staff will email the staff member who will make every effort to get back to you within 24 hours. Our staff have commitments teaching classes and scheduled meetings so it is often easier to get a message to them through the office.

or

- Contact the school office by email [admin@rangiorahigh.school.nz](mailto:admin@rangiorahigh.school.nz) . Office staff are trained to advise you of who to contact about your concern. They can give you the school email address of the person you need to contact.

Office staff will log all concerns and complaints which are received by the office and forwarded to staff. You do not have to give confidential information to office staff.

Make a suitable time to discuss the concern with a staff member if it is not able to be resolved by email or telephone. You can take a support person with you. This meeting may involve another person such as a Dean, Guidance Counsellor, Head of House or subject leader.

If the concern cannot be solved with a telephone call, visit or email contact there will be a person (member of staff) provided so that you have one person to help you resolve your concern. Make sure you know who this person (Lead Worker) is as they will keep you up to date with what is happening and be your point of contact at the School in resolving the concern. You should expect to have regular contact with your Lead Worker.

Keep a note of what you have done to solve your concern with dates.

*Please ensure you tell staff whether you are satisfied with how the concern has been dealt with and whether you feel the matter is now resolved, or not. This is very helpful as we seek a positive outcome. The school will review information on concerns and complaints regularly.*

**If the concern is NOT settled within a reasonable period (generally one to two weeks)**

**Or**

**Your concern does not involve a classroom matter, staff member or is of a serious nature/incident**

- Call the office on 03 311 8888 or email the office staff [admin@rangiorahigh.school.nz](mailto:admin@rangiorahigh.school.nz) and ask which Senior Leadership Team staff member you can contact.

or

- Write a note to the Principal outlining your concern and either post it, deliver it to the school office or email it to the office. [admin@rangiorahigh.school.nz](mailto:admin@rangiorahigh.school.nz)  
You do not have to give confidential information at this stage.

The school will make sure that your note or email is recorded and you will be told who your next contact will be. This person should contact you within one to two working days.

- You will have a Lead Worker work with you to help you understand what is happening about your concern.
- You will be asked to discuss your concern.

*Please ensure you tell staff whether you are satisfied with how the concern has been dealt with and whether you feel the matter is now resolved, or not. This is very helpful as we seek a positive outcome. The school will review information on concerns and complaints regularly.*

**If the concern is still NOT settled within a reasonable period  
by staff or the Principal at the school**

**OR**

**The concern involves the Principal, Board of Trustees or is of a serious nature/incident**

## You now have a Complaint

- Write a letter to the Chairperson of the Board of Trustees. If this is difficult, you are able to make a verbal complaint to the board chair or secretary who will record the details and request that you sign and confirm these are correct. Include the following details:
  1. *Your name and contact details*
  2. *The name and class of your child*
  3. *Details regarding the date, location and situation that has lead to your complaint*
  4. *What has happened to date and who has been involved*
  5. *What is the outcome you would like*
  6. *Signature and contact details.*
- Your complaint should be acknowledged as received within 7 days by the Board of Trustees secretary.
- The Board will usually ask the Principal for a written report on what the school has done to deal with the complaint you have.
- The Board may discuss your complaint in a closed meeting at the next Board meeting.
- The board may wish to meet you to get further information and they will contact you to make arrangements for this to happen. You are welcome to take a support person with you to any meetings with the board.
- You will be contacted after the meeting and informed of the outcome and a written response will be sent within one to two weeks.
- The School will give you advice about other options you may wish to follow if they are satisfied that your complaint has been appropriately dealt with, but you still have concerns. This may include mediation or involve other agencies

*The school staff and Board of Trustees will make every effort to work with you and your child constructively and fairly to resolve concerns. We encourage you to make contact at the earliest opportunity if you have a concern so together, we can try to resolve matters at the lowest level for all parties.*

*Please Note:*

*The Board of Trustees as employer is required to follow steps as determined in the employment contract provisions for all employees and will endeavour to resolve any matters informally and in a manner consistent with natural justice.*

## Complaint Against The Principal

If you have a complaint against the Principal

- Contact the Principal and discuss the complaint you have. If your concern or complaint has not been resolved you can contact the Board of Trustees Chairperson.
- Write a letter to the Chairperson of the Board of Trustees. If this is difficult, you are able to make a verbal complaint to the board chair or secretary who will record the details and request that you sign and confirm these are correct. Include the following details:
  7. *Your name and contact details*
  8. *The name and class of your child*
  9. *Details regarding the date, location and situation that has lead to your complaint*
  10. *What has happened to date and who has been involved*
  11. *What is the outcome you would like*
  12. *Signature and contact details.*
- Your complaint should be acknowledged as received within 7 days by the Board of Trustees secretary.
- The Board will usually ask the Principal for a written report on the issues you raise.
- The Board may discuss your complaint in a closed meeting at the next Board meeting.
- The board may wish to meet you to get further information and they will contact you to make arrangements for this to happen.
- You will be contacted after the meeting and informed of the outcome and a written response will be sent within one to two weeks.
- The School will give you advice about other options you may wish to follow if you still have concerns. This may include mediation or involve other agencies.

*Please Note:*

*The Board of Trustees as employer is required to follow steps as determined in the employment contract provisions for all employees and will endeavour to resolve any matters informally and in a manner consistent with natural justice.*