

Rangiora High School

Te Kura Tuarua o Rangiora



Do I have a concern or a complaint?

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

Definitions

Concern: A concern is a matter that causes worry or disquiet that can be resolved collaboratively at the level or close to the level where the concern was generated. Therefore in the first instance anyone with a concern is encouraged to raise the matter with an individual staff member in a reasonable and appropriate manner, to prevent issues escalating. If a concern is raised with a staff member, that staff member may seek support from a middle or senior leader to address the concern. If a concern is unresolved, those raising the concern may decide to make a complaint.

Complaint: A complaint is a formal expression of dissatisfaction about the standards of service, actions or lack of action by staff or things directly affecting student achievement/wellbeing or staff wellbeing i.e. a serious concern that you wish to be investigated and resolved.

Concerns

1. If your concern involves a classroom matter or a staff member
 - a. Write an email to the staff member requesting they contact you (contact details for staff can be found on our website - [Staff contact](#) OR
 - b. Phone the school office on 03 311 8888 and ask that a message be left with the staff member or ask to be put through to the staff member where a message can be left. Please be aware that our staff have commitments teaching classes and scheduled meetings.
2. If you are unable to resolve the concern by email or telephone, please make arrangements to meet with the staff member. You can take a support person with you. This meeting may involve another person such as a Dean, Guidance Counsellor, Head of House or Leader of Learning.

3. If your concern
 - a. does not involve a classroom matter, staff member or
 - b. is of a serious nature/incident, or
 - c. has not been settled within a reasonable period of time

Please call the office and ask to speak to the Principals EA or alternatively send an email to principal@rangiorahigh.school.nz.

Complaints

[Rangiora High School Complaints Policy](#) outlines how we aim to deal with concerns and complaints in a way that respects the mana and dignity of all parties to ensure that all ākonga and whānau, families and staff members feel safe and supported.

The school staff and School Board will make every effort to work with you and your child constructively and fairly to resolve concerns at the earliest opportunity. 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.

Advice for students, staff, parents, whānau and community

