



Addendum to Concerns and Complaints Policy

“We are committed to handling complaints fairly, respectfully, and promptly, with the aim of reaching a positive outcome for all parties.”

We are committed to working alongside children and their families to provide an education that meets individual needs and produces strong outcomes for the whole child, using our foundation values of Mātauranga (wisdom & knowledge), Manawanui (big heartedness), and Kaitiakitanga (protectors of all things precious).

Step 1 – Informal Resolution

- If possible, raise your concern directly with the staff member involved.
- Many issues can be resolved quickly through a conversation.
- You can bring a support person to any meeting.

Step 2 – Formal Complaint

If the issue is not resolved informally:

1. Submit your complaint in writing to the Principal (or to the Presiding Member/Chairperson of the Board if the complaint is about the Principal).
Include:
 - Your name and contact details.
 - The details of the complaint (what happened, when, who was involved).
 - Any evidence or supporting documents.
 - What outcome you are seeking.
2. The school will acknowledge receipt within 5 working days and confirm the next steps.

Step 3 – Investigation

- An impartial person will investigate the complaint, which may involve speaking with you, the person complained about, and witnesses.
- The investigator will keep records of all steps taken.
- A written decision will be provided within 20 working days of acknowledgement, unless more time is needed (you will be informed if this happens).

Step 4 – Review or Appeal

- If you are not satisfied with the outcome, you may request a review in writing within 10 working days of receiving the decision.
- A different person or the Board will consider your review and respond in writing.

External Escalation

If you remain unsatisfied after the school process, you can contact:

- New Zealand Ministry of Education – for serious concerns about student safety, rights, or governance.
- Office of the Ombudsman – for concerns about administrative fairness.
- Teaching Council of Aotearoa NZ – for teacher conduct matters.