

# 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.