

# PARENT CONCERNS/COMPLAINTS POLICY

**NAG 3  
No. 310**

## **Purpose**

This policy aims to provide clear guidelines on procedures for expressing concerns or making complaints connected with the school curriculum or management. St Heliers School recognizes the need to satisfy parents that the teaching and management standards of the school will be maintained to the highest levels and ensure that appropriate processes are in place should any concerns/complaints arise.

## **Guidelines**

1. GENERALLY, the first course of action for a parent/caregiver should be to discuss a matter of concern directly with the staff member involved. It is not uncommon for misunderstandings to arise between school and home that can be resolved easily by direct discussion. If this is not successful, the parent/caregiver should speak with the appropriate Team Leader.
2. If the following occurs, the parent/caregiver should inform the Deputy Principal of their concerns:
  - A direct approach to the Team Leader is not effective
  - The parent/caregiver is dissatisfied with the explanation of the Team Leader
  - The parent/caregiver is dissatisfied with the action/behaviour of the Team Leader
  - The reaction is considered to be inappropriate, or the action continues
  - The parent feels unable to discuss the matter directly with the Team Leader

In such events, the Deputy Principal has a responsibility to investigate and discuss these concerns with the Principal, staff members and parent/caregiver.

3. If the issue is still unresolved, the Principal will investigate the concern and work to resolve the issue.
4. If the Principal feels that the matter is beyond his/her responsibility or remains unresolved, then s/he should refer it to the Board through the Presiding Member.
5. If the parent/caregiver is not satisfied with steps taken by the Principal, or if the complaint, other than concerning matters of curriculum, involves the Principal and the complainant has already been to see the Principal with no satisfactory conclusion to the complaint, then the parent/caregiver should write to the Presiding Member of the Board. The Presiding Member will then communicate with the parent regarding the complaint. An appropriate investigation will take place. The Privacy Act 2020 will apply to the investigation.
6. The parent/caregiver will be informed in writing of the measures and processes undertaken regarding the issue.
7. If the parent/caregiver is not happy with the response from the school, s/he can contact the Auckland Ministry of Education office or the Office of the Ombudsman.