

Middleton Grange School

Procedure for dealing with Concerns or Complaints at School

Starting Point

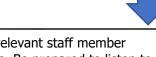


Your **concern** or problem involves a classroom matter, or a particular staff member.



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Write a note or phone the staff member concerned to make a suitable time to discuss the issue. Indicate before the discussion what the concern is about.



Talk with the relevant staff member about the issue. Be prepared to listen to their point of view. This may require more than 1 meeting, and/or involve the Team Leader, Curriculum Leader or Head of School.



Provide feedback to the staff member as to whether you were satisfied or not, to ensure the problem is settled.

Issue resolved?



NO



Your concern or problem does not involve a classroom matter or particular staff member, OR has not been resolved by visiting the staff member.





Write a note or phone the Principal and make a time to discuss the concern or problem. Indicate before the discussion what the concern is about, and the steps you have taken to remedy it.



Discuss with the Principal, be prepared to listen to their point of view also, and provide feedback to ensure the problem is settled. The concern may be referred back to the staff member(s) particularly where this process has not been followed to date.

Issue resolved?





NO

NO



Your concern or problem has not been resolved by visiting the staff member or the Principal, OR it involves the Principal or Board of Trustees.

You now have a complaint.



Write to the Board of Trustees, via the chairperson, outlining your problem, concern or complaint in detail, and all actions taken to date. The chairperson will need to ensure the correct process has been followed before the Board will consider and may direct you back to the staff member or principal. Include your name, signature and contact numbers. Your complaint will be acknowledged along with an expected timeframe for resolution.



Except in exceptional circumstances the Board of Trustees will not accept any complaint unless it is in writing and that a reasonable attempt has been made to resolve it through this process. Once the Board has considered and resolved the complaint, the Board will endeavour to convene a follow-up contact within one month.

No Further Action is required

Handy | Hints |

Concerns or Complaints | Guidelines |

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Middleton Grange School

- Approach a teacher with your concern when they are not teaching
- Problems should not be discussed in front of children
 either at school or at home
- We ask that staff show respect for you and ask that you show respect for them
- The first person you should see regarding your concern is the person closest to the problem
- If you have concerns regarding a pupil you must approach the school NOT the pupil
- We will only know of your concern if you tell us

- This sheet is designed to help parents and guardians understand what to do if you are concerned about some aspect of the school or if you have a complaint
- The school encourages open communication and prefers that you come to talk through a problem rather than discuss it in the community
- It is our job to be fair and to listen to your concerns but this involves your support as well
- We hope that these guidelines are helpful so you can feel confident to approach us

Middleton Grange School

03 348 9826 office@middleton.school.nz

Communicating your Concerns or Complaints

Be quick to listen, Be slow to speak, Slow to become angry

James 1:19