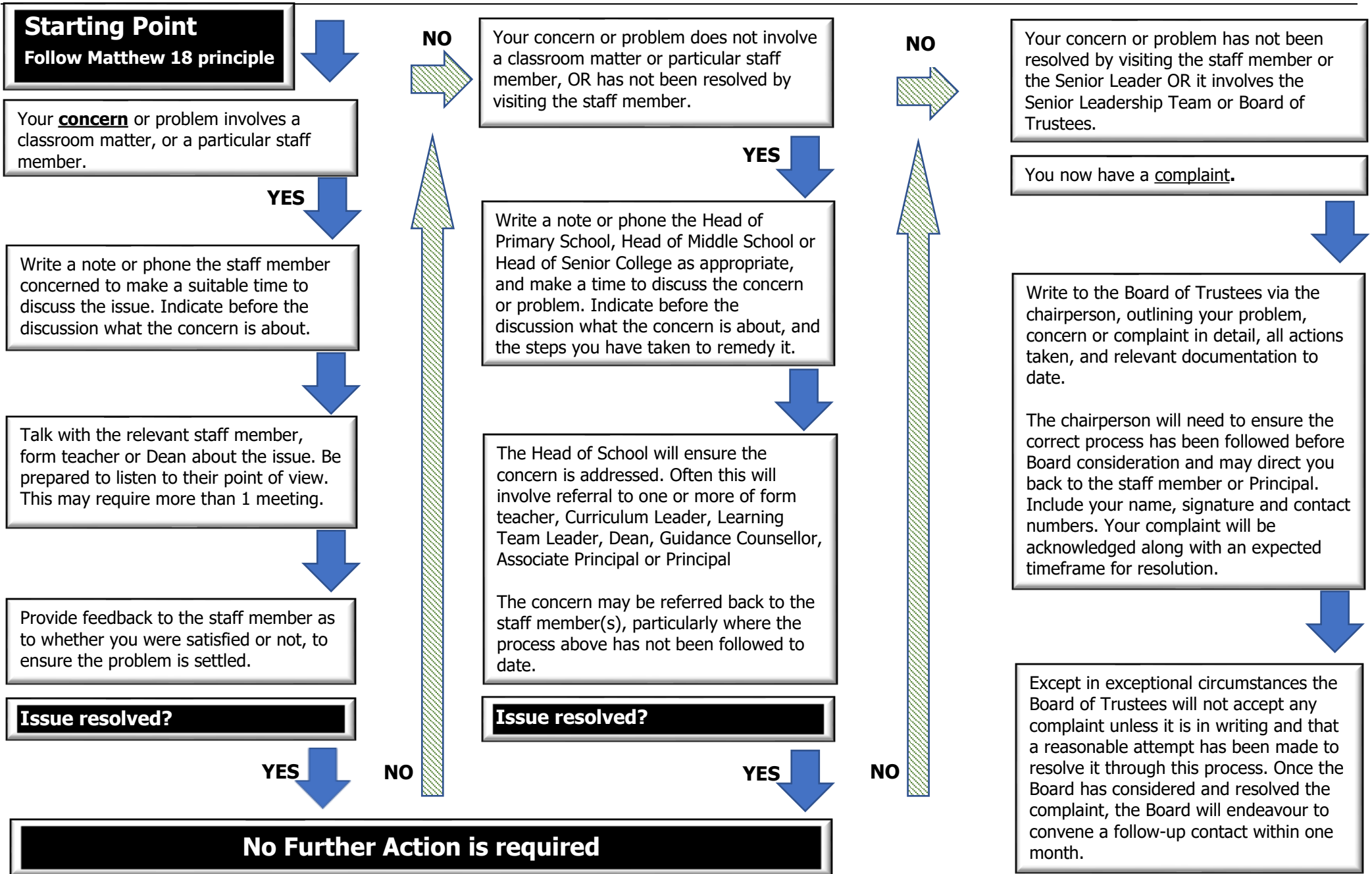




# Procedure for dealing with Concerns or Complaints at School |



**Starting Point**  
Follow Matthew 18 principle

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

**YES**

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, form teacher or Dean about the issue. Be prepared to listen to their point of view. This may require more than 1 meeting.

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

**Issue resolved?**

**YES**

**NO**

**No Further Action is required**

**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.

**YES**

Write a note or phone the Head of Primary School, Head of Middle School or Head of Senior College as appropriate, 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.

The Head of School will ensure the concern is addressed. Often this will involve referral to one or more of form teacher, Curriculum Leader, Learning Team Leader, Dean, Guidance Counsellor, Associate Principal or Principal

The concern may be referred back to the staff member(s), particularly where the process above has not been followed to date.

**Issue resolved?**

**YES**

**NO**

**NO**

Your concern or problem has not been resolved by visiting the staff member or the Senior Leader OR it involves the Senior Leadership Team 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, all actions taken, and relevant documentation to date.

The chairperson will need to ensure the correct process has been followed before Board consideration 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.

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## Handy | Hints |

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- 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

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## Concerns or Complaints | Guidelines |

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- 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

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**Middleton Grange School**  
03 348 9826  
office@middleton.school.nz



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## Middleton Grange | School |

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Middleton Grange School |

# Communicating your Concerns or Complaints

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

James 1:19

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