



Communicating your Concerns or Complaints

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

James 1:19

Concerns or Complaints | Guidelines |

- 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

Handy | Hints |

- 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 student you must approach the school NOT the student
- We will only know of your concern if you tell us



Procedure for dealing with Concerns or Complaints at School |

