

## ST JOSEPH'S SCHOOL QUEENSTOWN



Creating confident learners who, like Jesus, make a positive difference.

## St Joseph's School concerns and complaints process

## Advice for students, staff, parents, whānau and community

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 about the issue. Be prepared to listen to their point of view. This may require more than one meeting and/or involve the Deputy Principal.

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

Issue resolved?

Yes

No

Issue resolved?

No

Yes

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

Yes

No

Write a note or phone the principal to make a suitable time to discuss the issue. 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 and provide feedback to ensure the problem is settled. The concern may be referred to the staff member(s), particularly where this process has not been followed to date.

No

Your concern or problem has not been resolved by visiting the staff member or the principal or it involves the principal or the school board.

You now have a complaint.

Write to the school board via the presiding member outlining your problem, concern or complaint in detail and all actions taken to date. The presiding member 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 school board will not accept any complaint unless it is in writing and 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 1 month.

No further action is required