

Tokanui School

Concerns and Complaints...

The following shows the procedure for receiving and handling concerns and complaints relating to the school.

Essential considerations:-

- Please contact us earlier rather than later. A small problem is easier to deal with.
- Our aim is to be as fair and as consistent as possible to all.

If you have a concern or wish to lodge a complaint...

- Step 1. Parent or caregiver to talk directly to staff member concerned
- Step 2. Informal discussion takes place between the principal, staff member, complainant, etc, to resolve the problem (or the board chair if the complaint is about the principal)
- Step 3. If unresolved, the complaint is forwarded in writing by the complainant to the board, who may require verbal clarification.
- Step 4. The person complained of responds in writing and may be required to clarify verbally to the board.
- Step 5. The board makes all reasonable efforts to resolve the complaint.