FLOW CHART:

The following process should be followed:

Does your concern or complaint involve a classroom matter or a member of staff?



Have you made contact via email or phone with the staff member to make a suitable time to discuss issue? Our Staff (link to Staff Directory on School website)



Have you talked to, and listened to, the relevant staff member? This may require more than one meeting and/or involve more senior staff if appropriate.



Has your concern / complaint been resolved?



Thank you for raising this concern/complaint with us.

NO

Does your concern / complaint involve a matter outside the classroom?



Have you emailed or phoned the principal to make a time to discuss the concern / complaint? Please indicate what your concern / complaint is.

principal@katikaticollege .school.nz



Have you discussed with the principal your concern / complaint and are you satisfied with the outcome? NB: The concern may be referred to an appropriate staff member if the process has not been followed.



Has your concern / complaint been resolved by the Principal?



Thank you for raising this concern/complaint with us.

NO

Does your concern / complaint remain unresolved by the principal? Or, does your concern / complaint involve the principal or School Board?



You now have a complaint.

Email the School Board on bot@katikaticollege.school.
nz outlining your concern / complaint in detail and what actions you have undertaken to date.

The Presiding Chair will need to ensure the correct process has been followed before the Board will consider it and may direct you back to the school.

You need to include your name and contact details.

Your complaint will be acknowledged in a timely manner.

The School Board will not accept any complaint unless it is either emailed, or as a letter, 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.