TAUPO-NUI-A-TIA COLLEGE

Concerns/Complaints Procedure for Students/Parents/Caregivers

Starting Point

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

Yes

Email 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 1 meeting and may involve further discussions with the Dean, HOF and/or 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

No

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

Email or phone the Dean/Deputy Principal 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.

Discuss with the Dean/Deputy Principal, be prepared to listen to their point of view also, and provide feedback to ensure the problem is settled.

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

Issue Resolved?

Yes

No

Your concern or problem has not been resolved.

You now have a **complaint.**

Put your complaint in writing to the Principal.
Include your name, signature and contact numbers.

If your complaint involves the Principal, or Board of Trustees, then put your complaint in writing, addressed to the Board of Trustees, via the Chairperson. The board will deal with the complaint in terms of its concerns and complaints policy/procedure.

Except in exceptional circumstances the Board of Trustees will not accept any complaint unless it is in writing including your name, signature and contact numbers and that a reasonable attempt has been made to resolve it through this process.

Issue Resolved?

No further action is required

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