

Complaints Procedure – Parent Information

At Pakuranga College we encourage parents to provide us with feedback so that we can constantly improve the service we provide. Chinese and Korean parents should note that we do provide a translation service and that the information provided below will be available on our web site in Chinese and Korean.

Parents and community members can register concerns or make complaints in a variety of ways.

Contact the Dean or Assistant Dean

The deans will know your son/daughter well and have overall responsibility for his/her welfare.

You can contact deans by **writing** to them at the college, by **phoning** them or by **emailing** them:

<i>Kauri</i>	Dean	Mr Keswell	Ext 721	kes@pakuranga.school.nz
	Assistant Dean	Ms Scott		sco@pakuranga.school.nz
<i>Matai</i>	Dean	Mrs Fullerton	Ext 751	ful@pakuranga.school.nz
	Assistant Dean	E Tutagalevao		tlo@pakuranga.school.nz
<i>Nikau</i>	Dean	Mrs Mackay	Ext 748	mkc@pakuranga.school.nz
	Assistant Dean	Mr Corner		crr@pakuranga.school.nz
<i>Pohutukawa</i>	Dean	Mrs Hedder	Ext 752	hdz@pakuranga.school.nz
	Assistant Dean	Mr MacKay		mkw@pakuranga.school.nz
<i>Rimu</i>	Dean	Mrs Davies	Ext 724	dvk@pakuranga.school.nz
	Assistant Dean	Mr Gibby		gby@pakuranga.school.nz
<i>Totara</i>	Dean	Mr Crosby	Ext 723	cro@pakuranga.school.nz
	Assistant Dean	Mrs Jeffery		jfy@pakuranga.school.nz
<i>International</i>	Director	Mrs Berry	Ext 753	ber@pakuranga.school.nz

Please give deans time to respond to you - they all carry a teaching load and may well be busy for most of the day teaching their classes.

Contact a particular Teacher

Individual teachers can be contacted by **writing** to them at the college, or by **phoning** them through the main school phone number. It may be some time before you obtain a response from a phone message, as the teacher may be teaching for the whole day. If the matter cannot be resolved by discussing it with the teacher, or if, for some reason, you do not get a response from the teacher, you should contact the dean or a deputy principal.

Contact a Deputy Principal or the Associate Principal

Generally you will want to discuss serious matters with these people. They can be contacted by **writing** to them at the college, by **phoning** them, or by **emailing** them:

<i>Associate Principal</i>		Mr Dykes	Ext 706	dks@pakuranga.school.nz
<i>Deputy Principal</i>	<i>Pohutukawa</i>	Mr Hughes	Ext 709	hgh@pakuranga.school.nz
<i>Deputy Principal</i>	<i>Matai and Nikau</i>	Mr Dowdle	Ext 757	dow@pakuranga.school.nz
<i>Deputy Principal</i>	<i>Totara and Rimu</i>	Mr Bennett	Ext 708	
<i>Deputy Principal</i>	<i>Kauri</i>	Ms Taylor	Ext 707	tyr@pakuranga.school.nz

Contact the Principal.

The principal can be contacted by writing to him at the college, or by phoning. Generally you will contact the principal if you are unhappy with the way the matter has been dealt with by the deans or the deputy/associate principals or for what you regard is an extremely serious or confidential matter. When you phone and ask for the principal you are likely to be put through to the principal's assistant who will provide you with further advice.

The principal is delegated responsibility by the Board to investigate complaints.

Contact the Board of Trustees

You should contact the board for serious matters, where you feel your concern/ complaint has not been properly resolved by the principal. Contact is best made by email or by writing a letter to the college address.

Mrs Karen Gibson	Chairperson	gibbos5@xtra.co.nz
Mrs Judy Hand		judy.hand@xtra.co.nz
Mr Arthur Keane		akeane@xtra.co.nz
Mr Alistair Munro		Alistair.munro@xtra.co.nz
Mrs Ines Shudall		ines.shudall@gmail.com
Mr Mark Douglas		mjrdouglas@xtra.co.nz

Contact the Ministry of Education

The Ministry of Education in Auckland can provide you with further advice, and can be contacted as follows:

Private Bag 47911
Ponsonby
Auckland
Phone 374 5400 or fax 374 5456