

Complaints Procedures

Introduction

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

1. 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. Contact details may be obtained from reception or from the school website.

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.

2. Contact a Particular Teacher

Individual teachers can be contacted by **emailing** them using their 3 letter code which is on your child's timetable, 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.

3. Contact a Deputy Principal or the Associate Principal

Generally you will contact these people if you want to discuss serious matters. They can be contacted by **writing** to them at the college, by **phoning** them, or by **emailing** them. Contact details may be obtained from reception or from the school website.

4. Contact the Principal

The Principal can be contacted by writing to him at the college, emailing him on principal@pakuranga.school.nz or by phoning. Generally you will contact the Principal if you are unhappy with the way a 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.

5. 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. The complaint must be made in writing and addressed to The Chairperson of the Board of Trustees, Pakuranga College, Pigeon Mountain Road, Half Moon Bay, Auckland 2012 or e-mailed to BOT@pakuranga.school.nz

6. 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 92 644
Symonds Street
Auckland 1150

Phone: 09 632 9400 or Fax: 09 632 9401

7. Protected Disclosure

When an employee believes serious wrong doing has occurred, they should make a disclosure to the Principal in writing. The disclosure will be kept confidential and the Principal will instigate an appropriate investigation.

Where the disclosure concerns the Principal the disclosure should be addressed “confidential” to the Board Chair.