St Hilda's Collegiate School Concerns & Complaints Process

Starting Point

(Informal) Concern

Your concern involves a general matter pertaining to a child's education, or a particular staff member.

YES

Make contact (email or via office) with the staff member concerned to make a suitable time to discuss the issue. The Whanau Teacher, Dean, Assistant Principal or Deputy Principal are alternative contact possibilities.

Talk with the relevant staff member about the issue. Be prepared to listen to their point of view. This may require more than one meeting and/or involve the Dean or Assistant Principal.

Provide feedback to the staff member/s as to whether you were satisfied or not, to ensure the problem is settled.

Issue resolved?

YES

No further action is required

NO

NO

Your concern or problem does not involve a general matter pertaining to a child's education or particular staff member, OR is more significant than a day to day matter OR has not been resolved by visiting the staff member/s concerned.

YES

You now have a (formal) complaint. Contact the Principal, with the complaint needing to be in writing and signed, detailing the complaint and what steps have been taken to remedy it so far. A meeting with the Principal to discuss the complaint will also be preferable.

The Principal will notify all parties of the complaint and investigate. This may involve interviewing or gathering of further evidence. The complainant will be notified of the outcome. It may be necessary for you and the Principal to meet again.

Issue resolved?

YES

NO

Your complaint has not been resolved by visiting the staff member/s or the Principal **OR** it involves the Principal or Board of Trustees.

YES

You now have a **Board Complaint (formal)**

Write to the Board of Trustees via the Chairperson, outlining your complaint in detail, and all the actions taken to date. The Chairperson will need to ensure the correct process has been followed before the Board will consider the complaint and may direct you back to the staff member/s or Principal. Include your name and signature. Be prepared to listen to different points of view. Your complaint will be acknowledged along with an expected timeframe for resolution.

YES

Except in exceptional circumstances, the Board of Trustees will not accept a complaint unless it is in writing and a reasonable attempt has been made to resolve it through this process. Once the Board has worked through the complaint, the Board will endeavour to convene a follow up meeting within one month, with its decision notified in writing.

NO

Refer back to the Board **OR** you may wish to write to the Ombudsman.

YES