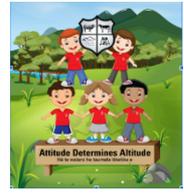




Te Pahu School- Complaint Form

To make a formal complaint, please complete this form completely and submit by hand or email to the Principal - principal@tepahu.school.nz or Board of Trustees- bot@tepahu.school.nz



Parent/Guardian name:	Home phone:
Address:	Cell phone:
Email address:	Work phone:
Name of Child (children)	Year level(s):
School administrator contacted:	
Nature of complaint: General/student/staff	

Please ensure you have read and followed processes in our Concerns and Complaints Policy and Flowchart before submitting this form. You can find them here: [Concerns and Complaints flowchart](#) **LINK SCHOOL DOCS**

Complaint Description
1. Describe the decision/circumstances as it occurred. Be sure to include place, date, time, and names (if possible)
1. How has this event impacted/affected your child?

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3.What do you feel would be acceptable in an effort to resolve this problem?

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4. Additional Information/Comments to assist in finding a remedy.

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Parent/ Guardian Signature:_____

Date:_____

When your complaint is received you can expect to receive an acknowledgement within five working days.



Te Pahu School Concerns and Complaints



Concerns and Complaints

This policy provides staff members, parents/caregivers/whānau and the wider school community with clear procedures for raising concerns and making complaints. Complaints may also come from members of the public.

Our concerns and complaints procedures enable us to:

- maintain a safe environment for our students and staff
- treat all people fairly and with dignity and respect
- resolve matters of concern early and at the lowest level, if possible
- respond to feedback and concerns constructively
- deal with complaints fairly, effectively, and in a timely manner
- take into account individual circumstances
- maintain privacy and confidentiality
- preserve and enhance school and community relationships
- check that solutions have been implemented and are working, including feeding back to the person who raised the issue where appropriate
- monitor and record concerns and complaints about student safety and wellbeing
- meet our legal and ethical obligations.

We encourage open communication and ask that you contact the school promptly when issues arise. If you have a concern, please let us know before sharing negative personal views **in the community or online**. In all instances, **you are required to follow the code of conduct**, you may have a support person to help you raise a concern or make a complaint (**our staff will also be offered this opportunity**).

Most concerns can be resolved informally through discussions with the people involved – see **Raising Concerns**. If informal discussion doesn't resolve the issue, see **Making a Formal Complaint or Serious Allegation**.

For an overview of the process, see our **Concerns and Complaints Process** flowchart.

Sometimes parents contact the Ministry of Education about an incident involving their child at school. The Ministry upholds the school's ability to self-govern and follow their own policies and processes for managing complaints and will usually direct complaints back to the school in the first instance.

Parents or students with concerns may seek advice from a lawyer, **Youth Law** (0800 884 529), **Community Law** (Waikato: 0800 529 482), **Student Rights Service** (0800 499 488), or the **Ombudsman** (0800 802 602).

Complaints register

Te Pahu School keeps a complaints register to record formal complaints and to audit our policies and procedures. This includes recording employment-related matters. Information will be held in accordance with our **privacy policy and guidelines** and the board reviews the register regularly. Generally, only formal complaints or complaints that come to the attention of the principal or board will be recorded in the register. Concerns resolved informally may not be recorded.

Unreasonable complaints

Te Pahu School will receive and consider all reasonable and legitimate concerns and complaints in good faith. However, the school may refuse to take any action on receiving a complaint or concerns that are considered unreasonable or vexatious.

A complaint may be considered unreasonable if the complainant:

- continues to pursue an issue after it has been considered and deemed resolved by the school
- makes unreasonable demands in relation to the complaint
- is uncooperative (e.g. refusing to define the issue), fails to provide evidence, or provides excessive/irrelevant information
- displays aggressive, threatening, or manipulative behaviour
- fails to follow the school's policies and procedures.

In some situations where unreasonable complaints are made, the school may need to take legal advice or involve an external agency or mediator to help resolve the matter.

Note that unwelcome, intimidating, and intrusive behaviour is dealt with as **harassment**.

It will not usually be possible to effectively investigate complaints that are made anonymously. If you have any specific concerns about your identity being disclosed then please include these with your formal complaint so they can be discussed with you directly.



Te Pahu School Guidelines for Raising Concerns



Raising Concerns

Our primary goal is to create the best learning environment for the students of our school. We encourage open communication and prefer that our parents/guardians come to us to talk through concerns, problems or complaints directly rather than discuss them in our community.

Where appropriate, we try to deal with concerns and complaints informally in the first instance. If you would like to raise a concern with us, please follow the steps below. If you believe your concern cannot be resolved informally, it may be appropriate to make a formal complaint – see [Making a Formal Complaint or Serious Allegation](#).

1. Raise the concern with the right person

In all instances, you may have a support person to help you raise a concern or make a complaint.

If you approach a board member with your concerns, you will be asked to follow the actions below and the board member will inform the principal and board chair.

If several people share a concern, the process is the same. You could nominate a group representative to approach the school, and it may be appropriate for the group and the school to use a mediator.

- If you have a **general concern about the school or its programmes**, discuss it with the person involved or with a member of the management team or the principal.
- If you have a **particular concern about a staff member or a school activity**, contact the person involved to discuss the matter privately. We ask that you make this direct approach as soon as possible.
- If you do not wish to approach the person involved, contact a member of the management team or the principal to discuss your concern. The principal or management team member may communicate with the person involved.
- If you have a **concern about your own child or one of our other students**, contact the student's class teacher or the principal to discuss the matter. The school monitors, records, and responds appropriately to any concerns about a student's safety and welfare.
- If your concern relates to another student, you must not approach that student or their parents/caregivers/whānau directly. Speak to their teacher or the principal.

If you want to raise concerns (especially serious concerns) about a student's wellbeing and/or safety, see [Supporting Student Wellbeing](#).

- If you have a concern about another **parent, caregiver, or member of the school community** on a school-related matter, raise this with the principal.

- If the matter concerns the **principal** and you have not first resolved it by discussion, or you feel uncomfortable directly approaching the principal, contact the board chair.
- If the matter concerns a **board member**, contact the board chair, or another board member if it concerns the board chair.

2. Work towards a resolution

In most cases, concerns can be resolved informally with constructive discussions.

- Be prepared to make a time to discuss your concern, if the person involved is unable to talk with you straight away.
- Follow our school Code of Conduct for constructive discussions [Te Pahu School Code of Conduct](#)
- Be open to listening to the other side of the story to avoid communication breakdowns.
- Follow-up actions or later check-ins may be able to be agreed where appropriate.
- Involving a third party to facilitate discussion or participate in a meeting may be appropriate.

If you are unhappy with the outcome of your initial meeting, contact the principal, a member of the management team, or the board chair to discuss further resolution.

If this process does not resolve your concern, you can make a [formal complaint](#).

3. Follow-up and feedback

Resolution of the concern or complaint may include checking that the solutions have been implemented and are working. The effectiveness of the solutions may be fed back to the person who raised the issue where appropriate. This follow-up may be recorded in the concerns and complaints register.

In some circumstances it will not be possible or appropriate for the school to advise you of a final outcome.

For an overview of the process, see our [Concerns and Complaints Process](#) flowchart

Our school monitors and records any concerns about student safety



Te Pahu School Guidelines for Making a Formal Complaint or Serious Allegation



Making a Formal Complaint or Serious Allegation

In the first instance, follow the steps in [Raising Concerns](#). If your concerns have not been resolved, or for more serious matters, you can make a formal complaint.

Formal complaints may be about an employee of the school, a parent or caregiver, a student, or any matter within the school's responsibility.

If you have a complaint about the conduct or competence of a teacher, the complaint **must** be made directly to the board **as their** employer (board). In **some cases**, a complaint may be made directly to the Teaching Council.

Under the Education and Training Act 2020 (s 495/s 506), a complaint about the conduct or competence of a teacher can be made directly to the Teaching Council when it's about a former employee, there is a conflict of interest, the school has failed to deal with the complaint appropriately, or in other exceptional circumstances.

Formal complaints should be made in writing (i.e. email or letter) to ensure the school is able to meet its legal and ethical obligations, including complying with the requirements of natural justice.

All parties should respect privacy and confidentiality, including avoiding the use of social media to promote a point of view.

How to make a complaint

Put your specific complaint(s) in writing and include your preferred contact details, see [Complaints Form](#). Give as many facts and details as possible, including the names of people involved and dates of events, as well as any steps you have taken to resolve the matter.

It will not usually be possible to effectively investigate complaints that are made **anonymously**. If you have any specific concerns about your identity being disclosed then please include these with your formal complaint so they can be discussed with you directly.

The email or letter should be marked "confidential" and sent to:

- the principal, if the complaint is **about a staff member, student, parent or caregiver, or other member of the school community**
- the board chair, if it is **about the principal**, or is about the conduct or competence of a teacher and is serious in nature
- a member of the board, if it is **about the board chair**.

Contact details for the principal, board chair, and deputy chair are available at the school office or online.

What happens with your complaint

The principal, board chair, or board member will check that your complaint has come to the correct person and then send you an acknowledgement of receipt within 5 working days.

First steps

Depending on the nature of the complaint, the first steps may include:

- asking you for more details about your complaint so that your concerns can be investigated effectively
- suggesting possible alternative options for informal or low-level resolution
- referring the matter to the board for consideration at an in-committee meeting, so that the board can determine the next steps
- conducting preliminary investigative steps or enquiring into the facts
- consulting external advisors (e.g. legal advice, NZSTA).

Decision to investigate

After receiving a formal complaint, the school will need to decide whether an investigation is necessary or otherwise appropriate.

It is likely that your written complaint will be disclosed to the person complained of at an early stage. This is to ensure fairness and meet the requirements of natural justice. Where a complaint is being investigated the person complained of will usually be informed of the intended investigation process. If the person complained of is an employee of the school they must be advised of the complaint and be given an opportunity to provide explanations and comments before the school makes any decision that is likely to affect the employee's continued employment.

- If your formal complaint **does not** justify a formal investigation, the principal or board will consider the issues raised and all of the relevant information, and provide you with a written response.
- If your formal complaint **does** justify a formal investigation, see **Formal investigation process** below.

Before starting an investigation, the New Zealand School Trustees Association (NZSTA) or legal advisors will be contacted for advice. The school's insurer may need to be notified. It may also be necessary to liaise with other external agencies, such as Oranga Tamariki – Ministry for Children and/or the New Zealand Police, before starting an investigation.

Formal investigation process

If a formal investigation is required, subject to privacy, confidentiality, or other ethical and legal requirements, we may keep you informed about the investigation process and the expected timeframes, including confirmation of when the matter is concluded.

- Relevant collective employment agreement provisions for dealing with complaints about staff members must be observed, including protecting the staff member's dignity and mana, advising them of their right to seek support and representation before responding to complaints, and giving them a reasonable opportunity to take that advice.
- A full documentary record of any formal complaint is completed and stored confidentially in a secure location.

See [Investigating a Formal Complaint or Serious Allegation](#)

Outcome of the investigation

Once a formal complaint has been resolved, there are no further avenues to pursue the complaint at your school. If you are not satisfied with the outcome of your complaint, you are encouraged to take advice and may wish to consider contacting the Human Rights Commission, Ombudsman, Ministry of Education, ERO, or the Office of the Privacy Commissioner. If your complaint was about the conduct or competence of a teacher, you may also be able to make a complaint to the [Teaching Council](#).

Responsibilities and Actions

- | | |
|-------------|---|
| Complainant | <ol style="list-style-type: none"> 1. Put your concerns in writing using the Complaints Form (LINK). Provide as many details as possible, including details of the efforts that have been made to resolve the issue, include names and dates of meetings. 2. Send the form, electronically, posted or delivered to school, marked as "Confidential" to the principal. If the complaint is about the principal, to the Chairperson of the Board. The contact details for the principal and Chairperson are available on our school website or from the school office |
|-------------|---|

If complaint is general or about student or staff member

- | | |
|-----------|---|
| Principal | <ol style="list-style-type: none"> 3. Acknowledge the receipt of complaint in writing within five working days. This will be either via a letter or an email to the Complainant. Give a copy of the complaint to staff member concerned, if applicable. 4. Inform the Chairperson of the Board 5. Follow Guidelines for investigating a formal complaint or serious allegation: Investigating a formal complaint or serious allegation |
|-----------|---|

If complaint is about the principal

- | | |
|-------------------|--|
| Board Chairperson | <ol style="list-style-type: none"> 3. Acknowledge the receipt of complaint in writing within five working days. This will be either via a letter or an email to |
|-------------------|--|

the Complainant. Give a copy of the complaint to the principal.

4. Follow Guidelines for investigating a formal complaint or serious allegation: **Investigating a formal complaint or serious allegation.**