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067525890

principal.ahititi@gmail.com

ahititioffice@gmail.com

Ko te aruhei o te tamaiti arahia o tatou mahi

Let the uniqueness of the child guide our work.

3252 Mokau Road

R.D. 48, URENUI 4378

**COMPLAINTS POLICY**

Parents, staff members, or people in the wider community with concerns or complaints

are encouraged to arrange a meeting to discuss their concerns as early as possible.

* **Parental concerns or complaints regarding individual children or classroom procedures must first be addressed to the teacher**.
* **Concerns or complaints regarding staff, support staff, or issues around school management should be addressed to the principal.**

Every effort will be made to address concerns to the satisfaction of all parties.

***Any further issues or concerns must be put in writing either to the Principal or the Board***

If the person raising the concern or making the complaint does not put their concerns in writing, no further action needs to be taken.

The nature of any written complaint determines the action that follows.

Concerns/complaints will be dealt with on a case-by-case basis.

STA, NZEI and/or NZPF procedures will be followed if necessary