



South Otago High School

POLICY MAKING A FORMAL COMPLAINT

3.7

Purpose

To ensure that all concerns and complaints are dealt with in a manner that is effective and fair to all parties.

Policy

- In the first instance, any concerns over the level of service being provided by the school or a teacher should be raised directly with the teacher concerned.
- The school shall provide a person wishing to raise a concern information about how and who this can be dealt with.
- If the concern is unresolved, the procedures for formal complaint shall be followed.
- The school shall provide any person wishing to make a complaint with a copy of this Policy and the Procedure for making a complaint.

Delegation

- Principal
- Board of Trustees
- Board Chairperson

Signed  (Chairperson)

Amended May 2016 to create separate Policy and Procedure
April 2019

Reviewed May 2020

Next review date May 2021



Advice to persons wishing to raise concerns about levels of service at school

What do I do if I have a concern?

If you have a concern and it is a matter involving a teacher, you should firstly try to contact the teacher and discuss the matter with her/him. The best way to do this is to phone (4180517) the School Office (School Office hours 8.00am – 5.00pm) or write a note to the person concerned. Parents are requested not to contact teaching staff at home unless it is an emergency.

Most teachers will be teaching when you phone and so will not be available to answer your call immediately. If they cannot take your call you should leave a message for the teacher to contact you or make an appointment to see the teacher. You should expect to hear back by the next day. Please ensure you leave information with the school office about the best time to contact you. If you write, please ensure that a contact phone number is included. If you would prefer a written reply, then we will try to reply within three days.

Once your concern has been considered and an answer provided, or an action taken by the school and you are not satisfied that your concern has been adequately remedied, then you may wish to take your concern further.

What if I don't feel able to talk to the teacher concerned or it is about a matter which does not involve a particular teacher?

If your concern is about a matter which you don't feel able to talk about to the teacher directly, or which is about a matter which does not involve a particular teacher, then you have a number of alternatives.

You could phone or write to:

1. Your son/daughter's mentor (the School Office will be able to tell you who this is).
2. The Head of Department of the subject concerned (if you don't know who this is, the School Office will be able to tell you).
3. The Dean in charge of the Year level of your daughter/son (again, the School Office will tell you who this is).
4. Our Guidance Counsellor
5. Someone in the School's Senior Administration -
Principal
Deputy Principals