



South Otago High School

PROCEDURE MAKING A FORMAL COMPLAINT

Procedures

If you are not satisfied that you have got answers for your concerns and wish to make a formal complaint, here is the procedure you should follow:

1. Write down your complaint, giving details of what it is you are complaining about. Include details of efforts you have already made to resolve the matter. Include your name and contact phone number. If your complaint involves the Principal, you may contact the Deputy Principal or Board of Trustees Chairperson.
2. Take your written complaint to the Principal or another member of the school's Senior Administration if the Principal is absent. Ask for assistance at the School Office if you are unsure how to go about delivering your complaint. If you prefer, you can hand your complaint to a member of the Board of Trustees who will deliver your complaint for you to the Principal. The School Office can tell you how to get in touch with a member of the Board of Trustees.
3. When the Principal receives a complaint they may discuss the matter with you before deciding what further action should be taken. If you want somebody else to accompany you when you discuss the matter you are welcome to do so.
4. The Principal will delegate an investigation or carry this out. The Principal may also interview anybody else who may have had a part to play in the incident or who may have seen what happened. Written statements will usually be taken.
5. The Principal will decide what steps will be taken as a result of the investigation.
6. You will be informed when the investigation process has been completed.
7. Depending on the nature of the complaint, the matter may be referred to the Board of Trustees for consideration and action.
8. Your complaint will be treated in confidence. However, in the interests of natural justice, the person about whom a complaint is made must have the opportunity to hear all details about the complaint and to reply to it.
9. Where a complaint is referred to the Board of Trustees, it will be dealt with as per the conditions outlined in the relevant Collective Agreement, Employment Contract or other relevant school policy.

Procedure: Created from Formal Complaint Policy May 2016



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3.8

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 them. The best way to do this is to phone (4180517) the School Office (School Office hours 8.00am – 5.00pm) or write a note/email 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/email, please ensure that a contact phone number is included. If you would prefer a written reply, then we will try to reply within three school 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 student's mentor teacher (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 student (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