



# South Otago High School

## POLICY MAKING A FORMAL COMPLAINT

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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 by email, telephone call or by an appointment.
- 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**  (Presiding Member)

**Amended**                      May 2016 to create separate Policy and Procedure  
   April 2019  
   September 2021

**Reviewed**                      March 2023

**Next review date**              March 2025