

## **Stratford Primary School: Personnel (300)**

### **312 - Complaints Process (School Based Level)**

As parents we all have times when we need to share our niggles, and it is often best to do so before they escalate into something larger.

During these times it is important for parents and whanau to know Stratford Primary School staff value your views. We will endeavour to follow up on any concerns. To help parents know who to talk to about any issues the process is outlined below. There are a number of options available to you. If it is in relation to something that is happening in the classroom, the first point of contact must be the classroom teacher.

1. If you are not satisfied with the outcome then you should talk to the relevant Team Leader, who lead the team. A copy of the main discussion points agreed upon and any outcomes will be provided to you at the conclusion of this meeting. (Note: If the Team Leader is the teacher, you should contact the Deputy Principal or Associate Principal → see step 3).
2. If you are still not satisfied after talking to the Team Leader, you should contact the Deputy Principal for the Year 5-6 or Year 7-8 Teams, or the Associate Principal for the Year 1-2 or Year 3-4 Teams. They, along with the Principal, make up the leadership team of the school.
3. If you are not satisfied with the outcome after talking to the Deputy/Associate Principal or it is a more generic issue you should talk to the Principal.
4. At any stage through this process, parents, whanau and staff may bring along support person in good faith of trying to reach shared outcomes that place students interests at the heart of the matter.
5. If it is a generic issue, or you are still not satisfied after talking to the Principal, you should contact the Board by sending a letter outlining your concerns for consideration and discussion. Your letter should be addressed to the Board of Trustees, c/o the Chairman, labelled 'In Confidence', and either posted or handed to office staff who will pass it on unopened.

As a community, it is important to remember that we all have the children's best interests at heart.