

# **I have a worry/concern, what do I do?**

As a school, we work hard to foster positive home and school partnerships with whānau. We also aim to model positive relationships with our whānau by working together to talk about worries.

## **Guidelines for whānau to follow:**

1. Come and talk about your worry with the classroom teacher. Our staff email contact list is here: [Click here to view](#)
2. If you are still feeling frustrated, speak with the Team Leader.
3. If your worry/concern is still unresolved, speak with the Principal, Deputy Principal, or Associate Principal.
4. After following the above processes, your next option is to view our school complaints process, [Click here to view](#).
5. Once the school complaints process has been followed, whānau still have the option to write to the Board if their concern has not been addressed. The Board Complaints Policy can be viewed here: [Click here to view](#)

## **What not to do:**

- Leave your worry too long so it becomes stressful.
- Vent inappropriately through social media.
- Discuss outside the school gate without having directly talked about your worry in a mature way.

All adults have a moral responsibility to model appropriate behaviour to our tamariki. This is what makes a community work well together for our kids.