CARMEL COLLEGE CONCERNS AND COMPLAINTS PROCESS



Advice for students, staff, parents, whānau and community

Starting Point Your concern or problem has Your concern or problem not been resolved by visiting does not involve a Your concern or problem the staff member or the classroom matter or involves a classroom matter principal or it involves the particular staff member or or a particular staff member. principal or board. has not been resolved by visiting the staff member. No No You now have a complaint. Yes Write a note or phone the staff member concerned to Write a note or phone the Write to the board outlining your make a suitable time to staff member concerned problem, concern or complaint in discuss the issue. Indicate to make a time to discuss detail and all actions taken to before the discussion what the concern or problem. date. The presiding member the concern is about. Indicate before the (chair) will need to ensure the discussion what the correct process has been concern is about and the followed before the board will steps you have taken to consider this matter, and may Talk with the relevant staff remedy it. direct you back to the staff member about the issue. Be member or principal. Include prepared to listen to their your name, signature and point of view. This may contact details. Your complaint require more than one Discuss with the principal, will be acknowledged along with meeting and/or involve the be prepared to listen to an expected timeframe for associate principal. their point of view also resolution. and provide feedback to ensure the concern or problem is settled. The Unless there are exceptional Provide feedback to the staff concern may be referred circumstances, the board will not member as to whether you back to the staff accept any complaint unless it is were satisfied or not to member(s) particularly in writing, signed and a ensure the concern or where this process has reasonable attempt has been problem is settled. not been followed to date. made to resolve the issue through this process. Once the board has considered and resolved the Issue resolved? complaint, the board will No endeavour to convene a follow-up Issue resolved? No contact within 1 month. Yes Yes

No further action is required