



TOTARA
COLLEGE

Communicating your concerns

Be quick to listen, slow to speak and slow to become angry. James 1:19

In our school we have students, parents, volunteer adults, teacher aides, office staff, teachers, and senior leadership (assistant principal, deputy principal and principal). With so many people there are always going to be the odd times when something goes wrong.

Points to having your concerns heard appropriately:

- Concerns are important to us. We may only know of a concern if you tell us.
- If your concern is about another child. Please do not approach the child. Approach the school and we will handle it.
- Please be respectful to staff. They are expected to be respectful to you.
- Please don't approach teachers when they are teaching or on the way to a class – book an appropriate time – this can be done by email.
- Please don't discuss your concerns through social media – we prefer to be able to sort them privately. Inappropriate use of social media can lead to unintended privacy invasions which, in extreme circumstance, may lead to court action.
- The first adult you see about the issue should be the one closest to the problem.



When there is an issue/concern/complaint please follow this process:

Student concerns

1. See the person concerned in the first instance.

Most issues occur between children in the classroom or the playground and so generally the **classroom teacher** is the first person to speak to. Most issues can be dealt with at this level. The classroom teacher may also involve some professional support (eg senior leadership) if they need it.

2. If you are not satisfied with the response.

Please put your concern in an email to the office (office@totaracollege.school.nz), stating that you have seen the teacher and been unsatisfied with the response. You will be contacted by a person (usually senior leadership) delegated to handle the issue.

3. If you are still not satisfied with the response.

Write a letter (email) to the principal directly principal@totaracollege.school.nz

4. If you are still not satisfied with the response.

Write a letter to the Board of the school which will be tabled at the Board's next meeting (generally there are 2 meetings per term). Letters intended for the Board can be left at the front office for the Board secretary.

Staff concerns

If you have an issue with a staff member, please see the person concerned first then, if unresolved, a senior leadership member. If not satisfied with the response go to 3 above.

Senior leadership concerns

If you have an issue with a senior leadership person, please see the person concerned first then, if unresolved, go to 3. above

Principal or Board concerns

Please see the principal first and follow this up with an email documenting your concerns. If the issue is unresolved, see another senior leadership person to assist. If issue is still unresolved, go to 4 above.