FORMAL COMPLAINTS FLOW CHART

Parent / Caregiver would like to make a formal complaint

Parent / Caregiver contacts Principal, or Management team at school

The Principal or Management Team investigate the matter

Parents / Caregivers are informed of the result(s) of the investigation and any Plan of Action

Matter is unresolved or has resurfaced.

The Principal or Management Team may continue to work on the matter and may involve and take advice from other members of the Management Team

Matter unresolved.

Complaint referred directly to Presiding Member of the Board

The Parent / Caregiver is entitled to lodge a formal complaint directly to the Board if they so wish.

The Principal or Management team may ask to investigate the complaint

Principal

Matter resolved to the satisfaction of both parties

Matter is resolved to all parties' satisfaction. The issue is concluded or an understanding is put in place for further action

The Board will publish and maintain an email address for formal complaints: board@westauckland.school.nz