

Procedures for Complaints

How To Get Help (Advice to parents, members of the community and staff).

Greymouth High School believes everyone has the right to have concerns or problems heard and dealt with fairly. Problems are always best dealt with as early as possible.

A. If you have a concern or problem you wish to have addressed.

Please either write directly to or telephone the staff member through the school office. You may need to leave a message with a contact telephone number, and times when you can be contacted. The staff member will reply to you as soon as possible.

The office staff can help you identify the person you need to make contact with.

B. If you are not satisfied with the outcome of your concern or problem, you can make a formal complaint to the Principal or Deputy Principals or Chairperson of the Board of Trustees.

How To Make A Complaint

1. Please approach the Principal or Deputy Principal in the first instance. Should you wish to complain about the Principal please approach the Chairperson of the Board of Trustees.
2. You should make this in writing and include all relevant details (or in person by interview where a signed statement will be made).
3. The Principal or Deputy Principal will discuss the issue with you before deciding what action to take. You are welcome to have someone with you for support if you wish.
4. Whilst your complaint will be treated in confidence, any other people concerned will have the opportunity to hear all the details and to reply to them.
5. The school office can forward letters to the Board of Trustees for you.
6. The Board of Trustees will ask the Principal to make enquiries into any complaints it receives (other than a complaint about the Principal).
7. You are welcome to have a support person(s) with you at any discussions.

8. You will get a written acknowledgement of your letter when it is received, and a full written response when the matter is resolved.
9. If you are not satisfied with the outcome of your complaint to the Deputy Principal you can take your complaint to the Principal. If after this you are still not satisfied with the outcome of your complaint you can take it to the Board of Trustees.