

## Procedures for Complaints

### How To Get Help (Advice to Students)

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.**

It is important to seek help with a problem sooner rather than later. Problems do not go away by themselves.

The teachers are approachable – all you have to do is ask.

<b>Personal Problem</b>	<b>Subject Problem</b>	<b>School Problem</b>	<b>Careers Problem</b>
Share your problem with someone you respect:  Parent  Fellow student  Teacher  Counsellor  Senior Staff  Dean	If you are having trouble with your work ask:  Subject Teacher (first)  Counsellor  Head of Department  Senior Students  Dean	Take the matter to one of the following:  Form Teacher  Counsellor  Senior Staff  Student Council  Dean	Teachers have special knowledge in their subject areas – and know the needs of some careers  Several teachers have special knowledge of you  Careers Advisor

It is school policy that any pupil can see the Principal on any matter. If his door is open, knock and go in. If the door is shut, make an appointment through his assistant.

#### **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.  
  
The Board of Trustees will ask the Principal to make enquiries into
6. 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.