 Sacred Heart School Petone

**Complaints Process**

1. It is expected that where there is a complaint, efforts will be made in the first instance to resolve the matter at the lowest level possible to achieve an expeditious and durable resolution.
2. Parents are encouraged to speak to the teacher in the first instance
3. Parents may then speak to the Team Leader and /or the Principal
4. All parties are entitled to bring an advocate for support.
5. Formal procedures need only be implemented when areas of complaint cannot be resolved between the parties or when the complaint is considered to be serious misconduct that warrants an investigation.
6. It is expected that all formal complaints will be in writing and will be signed by the complainant. In following the principles of natural justice and procedural fairness it is not acceptable to receive or action any anonymous complaint.
7. The complainant is notified in writing of further action agreed upon by the Board.
8. The services of a neutral party, like the School Trustees Association, may be used in instances of complaints against the Board or if mediation is necessary.
9. The Ministry of Education may be contacted if the issue is not resolved satisfactorily after the process outlined above has been completed.

Ministry of Education Lower Hutt Regional Office

PO Box 30177 Lower Hutt

04 4638699

Call free 0800737275

[enquiries.lowerhutt@education.govt.nz](mailto:enquiries.lowerhutt@education.govt.nz)