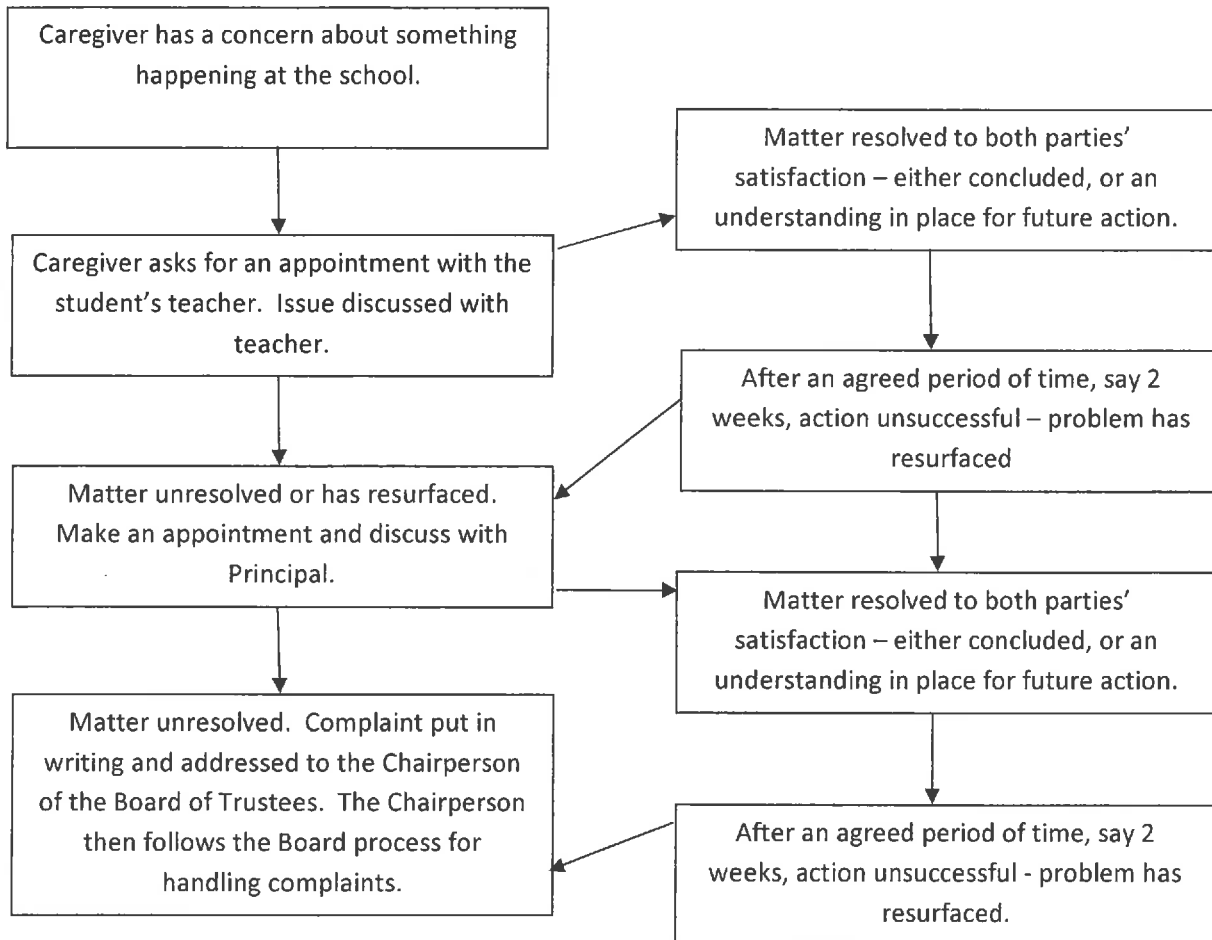




# WAIPAHIHI SCHOOL

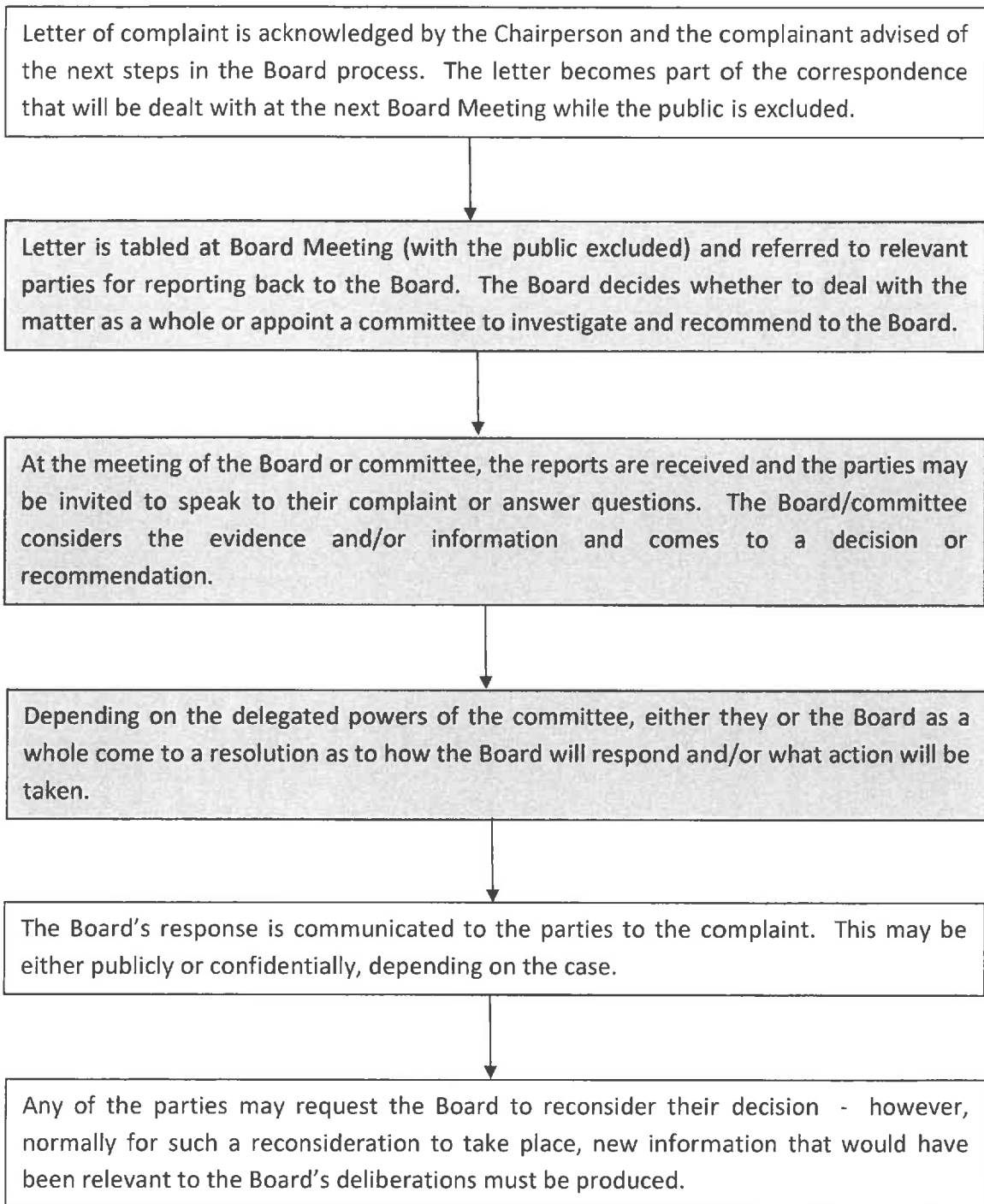
## COMPLAINTS Procedure for Waipahihi School



### Stage One : School Community Process

1. While minor issues may be able to be discussed in a quick, informal chat with a staff member, normally in order for both parties to give the matter full attention, arranging a time to discuss the matter is the preferred option.
2. If the complaints procedure has not been followed, the Board will normally return any letter of complaint to the writer and ask that they follow the procedure first.
3. The Board needs to formally receive a complaint in order to act on it. If a complaint is serious enough for the Board to deal with, it is serious enough to be put in writing. If you have concerns about expressing the matter clearly in writing, please discuss the matter, in confidence, with the Board Chair (or another delegated Board member) to enable them to assist you with this.
4. All parties to a complaint may bring a support person to any meeting where the issue is to be discussed.

***Board of Trustees Complaints Procedure for Waipahihi School***



Shaded area denotes 'public excluded' meetings