Whitau School Informal Parental Concerns Procedure **Minor Concern** The teacher or person it involves. Go to Discuss and resolve. Not yet able to be The Team Leaders, Deputy resolved? Principal or directly to the **Major Concern** Principal who will listen to you, investigate by discussing the issue with the child and/or teacher or person involved as Go to appropriate and assist in resolving the concern. Still not able to be resolved? **Formal Complaint** The Principal reports all written complaints to the Write to **Board of Trustees** The Board of Trustees who The Board of Trustees members are an elected meet once a month. The body who, along with other tasks, are available to Board will proceed through assist with concerns and complaints. They can the official complaints guide you to the official policy and if necessary procedure, ensuring that all deal with your complaint through the appropriate parties are given an channels. appropriate hearing and their rights upheld.