



# Oaklands School

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## Formal Complaint

If an informal meeting does not resolve your concern or complaint, you can make a formal complaint.

In the interests of fairness, any formal complaint or serious allegation must be made in writing and resolved in a timely fashion. All parties should respect confidentiality.

Follow this process:

Responsibility	Action
<b>Complainant</b>	<ol style="list-style-type: none"> <li>Put your concerns in writing, either as a signed letter or an email. Give as many details as possible, including details of efforts that have been made to resolve the issue. Include names and contact phone numbers.</li> <li>Send the letter marked Confidential to the school principal or, if the complaint is about the principal, to the chairperson of the board of trustees. The contact details are available from the school office.</li> </ol>
<b>Principal</b> (if complaint is about a staff member)	<ol style="list-style-type: none"> <li>Acknowledge receipt of the complaint in writing or by email to the complainant. Give a copy of the complaint to the staff member concerned.  Inform the chairperson of the board of trustees.</li> </ol>
<b>Board chair</b> (if complaint is about the principal)	<ol style="list-style-type: none"> <li>Acknowledge receipt of the complaint in writing or by email to the complainant. Give a copy of the complaint to the principal.</li> </ol>

When a formal complaint is received, the school may choose to investigate it if it is deemed serious enough to warrant it after considering the initial response from the person the complaint is about. Not all complaints require an investigation but all written complaints should be disclosed to the staff concerned at the earliest opportunity.

Relevant collective employment agreement provisions for dealing with complaints and discipline must be observed including allowing representation of staff at any meeting to discuss a written complaint.

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If the complaint relates to an international student, and it cannot be resolved by following this process, contact **NZQA**. If the complaint is a financial or contractual dispute contact **iStudent Complaints**.

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Last **scheduled review**