



Communication Flowchart

It is important that whānau know what to do when they need to speak with someone at kura. If you are experiencing concerns for your child then you need to follow the steps below.

This flow chart indicates the process that you should follow when you or whānau members need to meet. Our kaimahi are available and want to maintain excellent relationships with you all.

Kaiako

Your child's kaiako should be your first reference point. If you have a celebration, concern, issue or you want to talk about your child's learning or wairua then please see your child's kaiako.



Tumuaki Tuarua

If you need to talk to a staff member that is not your child's kaiako because you feel as though your needs are not being met then you are best to see Jess Ormsby our Deputy Principal.



Tumuaki

If your concern or issues are continuing please make a time via Berniece in the office to see Mel, our Principal. It is important that you have followed the two previous steps first.



Board of Trustees

All whānau are able to speak to one of our Board Members at anytime however we would prefer that you followed our flow chart in the first instance. If your concern was not solved after seeing Mel you are welcome to make an appointment to see a board member or write to The Board of Trustees, attention Chairperson.