

**Notes**

1. While minor issues may be able to be discussed in a quick informal chat with a staff member, the preferred option is to arrange a time to discuss the matter in order that both parties give the matter proper attention.
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. All parties to a complaint may bring a support person to any meeting where the issue is to be discussed.

Tokoroa Central School Detailed Procedure (Internal) for Dealing with Complaints

Teacher or Deputy Principal receives a written or verbal complaint

Teacher or DP asks if this is a:

1. Concern – may be written or verbal but are not expected to have disciplinary, legal or industrial consequences.
2. Complaint – may have disciplinary, legal, industrial consequences. These must be referred immediately to the Principal.

