



MAMAKU SCHOOL

Concerns and complaints procedure

Advice for students, staff, parents, whānau and community

- While minor concerns may be able to be discussed with a quick informal chat with a staff member, in order for both parties to give the matter full attention, arranging a time to meet is the preferred option.
- The Board needs to formally receive a complaint in order to act on it. If you have concerns about expressing the matter clearly in writing, please discuss the matter in confidence with the Presiding Member (BOT Chair) to enable them to assist you.
- All parties to a complaint may bring a support person to any meeting where the issue is discussed.

