



**1**

## **SPEAK WITH THE CLASS TEACHER**

Begin by discussing your concern with your child's class teacher. If your concern is resolved, the process ends here.

**2**

## **SPEAK WITH THE HEAD OF LEARNING**

If the issue remains unresolved after speaking with the class teacher, please contact the Head of Learning for further discussion.

**Purapura Whanau: Trish O'Connell**  
**Teina Whanau: Nathan Hanwell**  
**Tuakana Whanau: Rebecca Wong**

**3**

## **SPEAK WITH THE HEAD OF SCHOOL**

Should the matter still not be resolved, the next step is to approach the Head of School.

**Purapura Whanau: Fiona Southgate**  
**Teina & Tuakana Whanau: Jacki Harrison**

**4**

## **SPEAK WITH THE PRINCIPAL**

If the concern persists, the next level of escalation is to speak with the Principal.

**Principal: Mel Crosbie**

**5**

## **SPEAK WITH THE BOARD CHAIR**

Finally, if you are still not satisfied with the resolution or you have a complaint to make about the Principal, you may take the matter to the Board Chair, who will help work towards a final resolution.

**Presiding Member: Tony Naidu**

# **CONCERNS & COMPLAINTS PROCESS**

*We encourage you to follow this structured process as it allows each team member to give the issue their full attention and work towards a thoughtful resolution.*