



SO YOU HAVE A CONCERN?

Tauriko School believes that strong partnerships around student learning are vital. It endeavours to approach concerns practicing the school values of respect and integrity. There is a common understanding that all partners want what is in the best interests of the child(ren).

A positive approach is taken to dealing with concerns:

- Parents know to arrange times to discuss a concern when a staff member is not busy with children. If parents ring or talk to Kay Taylor in the school office, she will arrange for staff to contact them.
- We know it is healthy to air concerns in a mutually respectful manner, where staff and parents recognise and understand that discussing concerns is difficult for both parties.
- Staff and parents are role models in our school for how to communicate in a positive manner in a range of different situations.
- Parents and staff speak respectfully to each other.
- Parents and staff speak respectfully of each other.
- We understand that there are always two sides to every story. It is important for both parties to listen to each other's story or point of view.
- Staff and parents understand that the best time to talk is not when we are upset.
- Discussions about concerns need to be evidence-based. We understand that together during our conversation we will build a full picture of the issue concerned and together find a solution.
- Parents, who have concerns about students other than their own, will approach school staff and not the child directly.

Refer to the flow chart overleaf for how to deal with concerns at Tauriko School.



I HAVE A CONCERN

Make a time to see your child's teacher when it is convenient to you both. Let him/her know what the concern is about when you book this time in.

Teacher will ensure he/she has the information to discuss the concern fully.

Meet with your child's teacher.

Concern resolved?

YES

STOP

Give feedback to all parties concerned and follow up on any agreed course of action.

NO

Team Leader/APs will gather all information and endeavour to resolve the concern.

Meet with the Team Leader or Associate Principal

Concern resolved?

YES

STOP

Give feedback to all parties concerned and follow up on any agreed course of action.

NO

Principal will gather information from all parties to discuss the concern fully.

Arrange a time to meet the principal.

Concern resolved?

YES

STOP

Give feedback to all parties concerned and follow up on any agreed course of action.

NO

Parent/Caregiver to request a copy of Complaints Policy and put their complaint formally in writing if they feel this is appropriate.