

# COMPLAINTS POLICY



## Rationale

At Otahuhu College we encourage parents to provide us with feedback so that we can constantly improve the service we provide.

## Guidelines

Parents and community members can register concerns or make complaints in a variety of ways.

1. Contact the Dean. The Deans will know your son/daughter well and have overall responsibility for his/her welfare.  
You can contact Deans by **writing** to them at the College, by **phoning** them, or by **emailing** them:

Year Level	Dean	Phone	Email
<b>Pastoral</b>			
13	George Finau	963 4018	<a href="mailto:gfinau@otahuhucollege.school.nz">gfinau@otahuhucollege.school.nz</a>
12	Allister Martin	963 4079	<a href="mailto:amartin@otahuhucollege.school.nz">amartin@otahuhucollege.school.nz</a>
11	Livia-Kate Pearce	963 4011	<a href="mailto:lpearce@otahuhucollege.school.nz">lpearce@otahuhucollege.school.nz</a>
10	Sarah Ofanoa	963 4052	<a href="mailto:sofanoa@otahuhucollege.school.nz">sofanoa@otahuhucollege.school.nz</a>
9	Emma Norgate	963 4051	<a href="mailto:enorgate@otahuhucollege.school.nz">enorgate@otahuhucollege.school.nz</a>

Please give the Deans time to respond to you - they all carry a teaching load and may well be busy for most of the day teaching their classes.

2. Contact a particular teacher. Individual teachers can be contacted by **writing** to them at the College, or by **phoning** them through the main school phone number. It may be some time before you obtain a response from a phone message, as the teacher may be teaching for the whole day. If the matter cannot be resolved by discussing it with the teacher, or if, for some reason, you do not get a response from the teacher, you should contact the Dean or a Deputy Principal.

3. Contact a Deputy Principal. Generally you will want to discuss serious matters with these people. They can be contacted by writing to them at the College, by phoning them, or by emailing them:

	<b>Name</b>	<b>Phone</b>	<b>Email</b>
<b>Principal</b>	Neil Watson	963 4006	<a href="mailto:nwatson@otahuhucollege.school.nz">nwatson@otahuhucollege.school.nz</a>
<b>Deputy Principal</b>	Stuart Roberts	963 4014	<a href="mailto:sroberts@otahuhucollege.school.nz">sroberts@otahuhucollege.school.nz</a>
<b>Deputy Principal</b>	Moana Va'aelua	963 4050	<a href="mailto:mvaaelua@otahuhucollege.school.nz">mvaaelua@otahuhucollege.school.nz</a>
<b>Deputy Principal</b>	Ruth Stretton	963 4045	<a href="mailto:rstretton@otahuhucollege.school.nz">rstretton@otahuhucollege.school.nz</a>

4. Contact the Principal. The Principal can be contacted by writing to him at the College, or by phoning. Generally you will contact the Principal if you are unhappy with the way the matter has been dealt with by the Deans or the Deputy/Associate Principals or for what you regard is an extremely serious or confidential matter. The Principal is delegated responsibility by the Board to investigate complaints.

Note: Any changes to staff and/or contact details will be noted on the school website.

Any complaints concerning staff will be dealt with as per the relevant Collective Agreement.

5. Contact the Board of Trustees. You should contact the Board for serious matters or where you feel your concern/complaint has not been properly resolved by the Principal. Contact should be made either by email or by writing a letter to the College address.
6. Contact the Ministry of Education. The Ministry of Education in Auckland can provide you with further advice, and can be contacted as follows:

Private Bag 92 644  
Symonds Street, Auckland  
Phone 632 9400 or Fax 632 9401  
**Email:** [enquiries.auckland@minedu.govt.nz](mailto:enquiries.auckland@minedu.govt.nz)

## **Guidelines - Harassment or Bullying Complaints**

1. All cases of harassment within the school will be addressed promptly (a complaint is not always required) and treated confidentially (as may be appropriate) and impartially.
2. Students are encouraged to complain if they are harassed and in all cases complaints will be consistently addressed in accordance with the procedures in the document. A complaint may also be made by a third party on behalf of another, particularly when safety is considered to be an issue.
  - (a) Low level cases of harassment in the classroom can be dealt with by staff in reference to procedures in this document and in the staff manual.
  - (b) Higher level or repeated complaints must be referred to deans.
  - (c) Very serious cases of harassment will be referred to a senior manager and will also be dealt with according to procedures outlined in this document.
3. In all cases, once a complaint has been made and dealt with, the staff member, dean or senior manager must arrange follow up and feedback that ensures that the problem is really solved.
4. The advocacy role of counselors is a significant part of the process to ensure student safety (both physical and emotional) for both victim and the alleged accused.
5. The Otahuhu College Board of Trustees values input from parents, students and the general community. All complaints will be acknowledged within three school days, coupled with a process and time frame for resolution. Board matters will be referred to the next Board meeting.

---

Board Chair

July 2023