

If you are still not satisfied with the outcomes take the complaint to:

Education Review Office
07 8381898

Or Ministry of Education
Telephone 07 858 7130

NZTC - 04 4710852

NZEI Field Officer—Rob George 07 497061

NZSTA - 04 47344955

Department of Labour Mediation Service
Phone: 0800 20 90 20

Complaint and Concern forms are available from reception — Janine Margetts

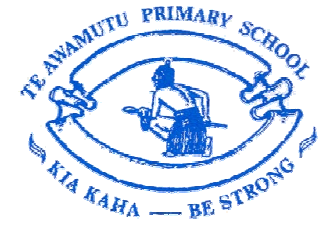
Our Vision

Our children will have the opportunity to grow in mind, body and spirit in a safe, warm and caring environment.

Te Awamutu Primary School

401 Teasdale Street,
Te Awamutu

Phone: (07) 8715378
Fax: 07 8714957
Email: office@taps.school.nz



Te Awamutu Primary School

**Complaint
Concern
Compliment**

Te Awamutu Primary School

Learning Values, Valuing Learning

Phone 8715378

Te Awamutu Primary School procedure for managing complaints, concerns and compliments

You have the right to complain or raise a concern when you feel that Te Awamutu Primary School is not performing to the standard that it should.

Te Awamutu Primary School is:

- committed to providing high quality Education services to you and your child

Te Awamutu Primary School will:

- take all complaints and concerns seriously
- thoroughly investigate all complaints and concerns.
- do this in a timely and effective manner.

Complaints often arise when people's expectations are not met.

Te Awamutu Primary School will manage people's expectations by:

- clearly describing the services that will be provided
- advising people what to expect.

Complaints

If you have a complaint:

- Talk to the Principal, Deputy Principal or the Liaison Officer—Janine Margetts
- Fill in a complaints form
- Send it to the Complaints Officer c/o Te Awamutu Primary School, 401 Teasdale Street.

Your complaint:

- Will be acknowledged within two working days
- Will be investigated within ten working days by the Complaints Officer
- Will not adversely affect the service provided to a person.

You will

- Be notified of any delays with reasons
- Be kept informed throughout the process
- Be notified of the resolution within ten working days

You have the right to access independent advocacy.

Contacts are provided on the reverse side.

Concerns

If you have a concern

- Raise it with any staff member or Liaison Officer— Janine Margetts
- Or fill in a concerns form and suggest a desired outcome

A concern can be

- Dealt with immediately and documented or
- Investigated as soon as possible

You will be

- Notified of the outcome and
- Given the opportunity to respond.

Compliments

Te Awamutu Primary School is appreciative of compliments.

Compliments will be

- Passed on to the appropriate person
- Included in a staff member's performance appraisal