



# Palmerston North Boys' High School Procedure for Formal Complaints



If a parent / caregiver is not satisfied with the school's response to a concern, a formal complaint can be made using the steps outlined below:

1. Write down your complaint giving details of what it is you are complaining about. Include details of efforts that have been made to resolve the matter. Include your name and contact phone number. Complaints can be delivered to the main school office, emailed to [admin@pnbhs.school.nz](mailto:admin@pnbhs.school.nz) or posted to PNBHS, PO Box 4049, Palmerston North.
2. Address your written complaint to the Rector or to another member of the school's senior management if the Rector is absent. Ask for assistance at the school office if you are unsure how to go about delivering your complaint.

If your complaint relates to the Rector it should be addressed to The Chairperson of the PNBHS Board of Trustees, PO Box 4049, Palmerston North.

3. When the Rector receives a complaint, the Rector will discuss the matter with those concerned before deciding what further action should be taken.

The Chairperson of the Board of Trustees will investigate complaints relating to the Rector before deciding what further action should be taken.

4. The complaint will be investigated by the Rector through discussion and interview.

Complaints relating to the Rector will be investigated by the Chairperson of the Board of Trustees through discussion and interview.

5. The Rector will decide what steps will be taken as a result of the investigation and will keep a record of the process.

In the case of complaints relating to the Rector the Chairperson of the Board of Trustees will decide what steps will be taken as a result of the investigation and will keep a record of the process.

6. The parent/ caregiver will be informed of the outcome of the investigation.
7. Depending on the nature of the complaint, the matter may be referred to the Board of Trustees for consideration and action.
8. Complaints will be treated in confidence. However, in the interests of natural justice any persons included in a complaint must have the opportunity to hear all details about the complaint and reply to it.
9. The school will not deal with complaints through the media.
10. Complaints directed to the Rector may be passed to the Chairperson of the Board of Trustees where the outcome is not satisfactory to the parent or caregiver.

Should complaints relating to the Rector not be resolved to the satisfaction of the parent or caregiver they should raise this with the Chairperson of the Board of Trustees in the first instance.