



NAG 6

## COMPLAINTS POLICY

### Rationale

At Waiheke High School 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 High School, by **phoning** them, or by **emailing** them:

Level	Dean	Phone Extn (371-9000)	Email
Year 7 & 8	Kate Peterson	262	<a href="mailto:peteronk@waihekehigh.school.nz">peteronk@waihekehigh.school.nz</a>
Year 9 & 10	Mr Sean O'Toole	262	<a href="mailto:otooles@waihekehigh.school.nz">otooles@waihekehigh.school.nz</a>
Year 10 & 11	Te Ao Marama Hau	262	haut@waihekehigh.school.nz
Year 13	Mr Bill Godbout	262	<a href="mailto:godboutb@waihekehigh.school.nz">godboutb@waihekehigh.school.nz</a>

Please give 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 High School, 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 form teacher, Dean or Deputy Principal.
3. Contact a Deputy Principal. Generally you will want to discuss serious matters with these people. They can be contacted by emailing to them at the High School or by phoning them:

Deputy Principal	Mr Tony Sears	Extn 208	<a href="mailto:searst@waihekehigh.school.nz">searst@waihekehigh.school.nz</a>
Deputy Principal	Mr Paul Knighton	Extn 207	<a href="mailto:knightonp@waihekehigh.school.nz">knightonp@waihekehigh.school.nz</a>

4. Contact the Principal. The Principal can be contacted by email or by phone. 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 Principals or for what you regard is an extremely serious or confidential matter.  
The Principal is delegated responsibility by the Board to investigate complaints.

Principal	Ms Jude Young	Extn 203	<a href="mailto:principal@waihekehigh.school.nz">principal@waihekehigh.school.nz</a>
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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 high school address. To ensure that your email correspondence is dealt with in a timely manner, we recommend that it is cc'd to the school secretary at [enquiries@waihekehigh.school.nz](mailto:enquiries@waihekehigh.school.nz)

Mrs Emma Musson (staff rep)	<a href="mailto:mussone@waihekehigh.school.nz">mussone@waihekehigh.school.nz</a>
Ms Maree O'Brien	<a href="mailto:maree@obrienz.com">maree@obrienz.com</a>
Mr Paora Toi Te Rangiuiaia	<a href="mailto:paora@ikonz.co.nz">paora@ikonz.co.nz</a>
Mr Gary Wilton	<a href="mailto:garyleewilton@gmail.com">garyleewilton@gmail.com</a>
Ms Rebecca Goodenough	<a href="mailto:becks@ecozip.co.nz">becks@ecozip.co.nz</a>
Ms Robyn Woodall (Board Chair)	<a href="mailto:robyn.woodall@infratel.co.nz">robyn.woodall@infratel.co.nz</a>
Presley Cox (Student Rep)	<a href="mailto:coxp@student.waihekehigh.school.nz">coxp@student.waihekehigh.school.nz</a>
Mr Grant Duffy	<a href="mailto:grantduffy@hotmail.com">grantduffy@hotmail.com</a>
Mr James Petronelli	<a href="mailto:jr.petronelli@icloud.com">jr.petronelli@icloud.com</a>
Ms Darleen Tana Hoff-Neilson	<a href="mailto:darleen@ecyclesnz.com">darleen@ecyclesnz.com</a>

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 Complaints

At Waiheke High School harassment of any person is unacceptable. Harassment can be defined as any unwelcome comment, conduct or gesture that is insulting, intimidating, humiliating, malicious, degrading or offensive. It might be repeated or an isolated incident but it is so significant that it adversely affects someone's performance, contribution or work environment. It can include physical, degrading or threatening behaviour, abuse of power, isolation, discrimination, sexual and/or racial harassment. Harassment is behaviour that is unwanted by the recipient even if the recipient does not tell the harasser that the behaviour is unwanted. Bullying is ongoing unreasonable behaviour which is often intended to humiliate or undermine the recipient but is not specifically unlawful

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 counsellors is a significant part of the process to ensure student safety (both physical and emotional) for both victim and the alleged accused. Restorative Practices are an integral part of the Complaints/Harrassment processes.
5. The Waiheke High School 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 scheduled Board meeting.



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Board Chair

Review: 02/2019