WAIHEKE HIGH SCHOOL

Complaints Procedure

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 staff member directly either by phone or email.
Details can be found at: http://waihekehigh.school.nz/our-staff-2/
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.

2. Contact the dean. The deans will know your son/daughter well and have overall responsibility for their welfare. You can contact the appropriate dean by phoning or emailing them:

Dean's Office: 371-9000 ext 230

Year 7 & 8 Dean: Stephanie McKee	Email: mckees@waihekehigh.school.nz
Year 9 & 10 Dean: John Keevill	Email: keevillj@waihekehigh.school.nz
Year 10 & 11 Dean: Sean O'Toole	Email: otooles@waihekehigh.school.nz
Year 13 Dean: Bill Godbout	Email: godboutb@waihekehigh.school.nz

3. Contact a Deputy Principal. Generally you will want to discuss serious matters with these people. They can be contacted by email or phone.
Deputy Principal: Tony Sears
Email: searst@waihekehigh.school.nz
Phone: 09-371-9000 ext 208

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 Principal(s) or for what you regard is an extremely serious or confidential matter. The Principal is delegated responsibility by the Board to investigate complaints.

5. Contact the School Board. 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 by email. 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:

School Secretary: enquiries@waihekehigh.school.nz
Board Chair, Mr James Petronelli: jr.petronelli@icloud.com

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