

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.

Staff Contact 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 then contact the House Dean.

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

Dean's Office: 371-9000 ext 230

Pakatoa Dean: Jennie England	Email: englandj@waihekehigh.school.nz
Ponui Dean: Bill Godbout	Email: godboutb@waihekehigh.school.nz
Rakino Dean: Stephanie McKee	Email: mckees@waihekehigh.school.nz
Rangitoto Dean: Sean O'Toole	Email: otooles@waihekehigh.school.nz
Piringakau Dean: Pita Mahaki	Email: mahakip@waihekehigh.school.nz

3. Contact a Deputy Principal or the Assistant Principal. Generally, you will want to discuss serious matters with these people. They can be contacted by email or phone.

Deputy Principal: Paul Knighton (Piringakau, Rakino)

Email: knightonp@waihekehigh.school.nz

Phone: 09-371-9000 ext 237

Deputy Principal: Rebecca Cunningham-Rose (Ponui)

Email: roser@waihekehigh.school.nz

Phone: 09-371-9000 ext 208

Assistant Principal: Emma Musson (Pakatoa, Rangitoto)

Email: mussone@waihekehigh.school.nz

Phone: 09-371-9000 ext 310 or ext 230

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 as an extremely serious or confidential matter. The Principal is delegated responsibility by the Board to investigate complaints.

Principal: Mikaere October

Email: principal@waihekehigh.school.nz

Phone: 09-371-9000 ext 203

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:

Ministry of Education

Private Bag 92644

Symonds Street,

Auckland

Phone 632 9400 or Fax 632 9401

Email: enquiries.auckland@minedu.govt.nz