Manawanui RTLB Cluster 10
Ehara taku toa i te toa takitahi, engari he toa takitini.

Papatoetoe Intermediate School

Complaints Procedure Diagram

A complaint is made about a student's progress or management—this may include concerns about bullying, concerns about learning or any other concerns about a student's well being

This complaint is addressed directly with the teacher or RTLB working with the student

This complaint is resolved, an outcomes monitored

If the complaint is not resolved

A complaint is made about a staff member's (teacher, RTLB, TA, Admin staff member) practice or behaviour

The complaint is addressed to the Syndicate Leader/Practice Leader/ Learning Support Leader or anther school leader

This complaint is resolved, an outcomes monitored

If the complaint is not resolved

A complaint is not resolved or about a school or RTLB Leader

The complaint is addressed to the RTLB Cluster Manager or the Principal

This complaint is resolved, an outcomes monitored

If the complaint is not resolved

A complaint is received about the Principal, or a serious complaint about any staff member, or a member of the Board or student/s or community member

The Presiding Member receives the complaint, checks that it is a matter for Board investigation. If the Board does need to investigate the Presiding member may appoint a sub-committee and organise an investigation. When the investigation is completed the presiding member will communicate about the decisions and outcomes.

Last updated May 2022