

# Concerns and complaints process

Starting point

Your concern or problem involves a classroom matter or a particular staff member.



**Yes**

Write a note or phone the staff member concerned to make a suitable time to discuss the issue. Indicate before the discussion what the concern is about.

If the parent or caregiver wishes to speak about the student's wellbeing, attendance or progress, contact should be made with that student's Dean.

If the parent or caregiver wishes to speak about curriculum, assessment, or a teaching related issue, they should contact the Head of Department.  
**(See Table 4)**

If the parent, caregiver, or school community member wishes to speak about support staff services, they should contact the Director of Human Resources.

If the parent considers the matter to be very serious or urgent, they may contact the Deputy Principal responsible for the line managing the department or year group directly.  
**(See Table 4)**



**No**



Your concern or problem does not involve a classroom matter or staff member or has not been resolved by visiting the staff member.



**Yes**

If the parent is unhappy about the outcome after discussion with the Dean or HOD, contact should be made with the Deputy Principal responsible for the year group pastoral care or for the curriculum area.  
**(See Table 1)**



If resolution is not possible at this stage, the matter may be escalated to the appropriate Associate Principal. Contact with the Associate Principal (either Curriculum or Pastoral) should be written and be through the Associate Principal and the Deputy Principal's secretary.  
**(See Table 2/3)**



If contact with the Deputy Principal, Associate Principal or Director of Human Resources has not resolved the concern to the satisfaction of the parties concerned, then the matter may be raised with the Principal. Contact with the Principal should be written and through the Principal's Executive Assistant.



**No**



Your concern or problem has not been resolved by visiting the staff member/line manager or principal or it involves the principal or board of trustees.



You now have a complaint.



Write to the Board of Trustees via the chair outlining your problem, concern, or complaint in detail and all the actions taken to date. The chair will need to ensure the correct process has been followed before the Board will consider and may direct you back to the staff member or principal. Include your name, signature, and contact numbers. Your complaint will be acknowledged along with an executed timeframe for resolution.



Except in exceptional circumstances, the Board of Trustees will not accept any complaint unless it is in writing and a reasonable attempt has been made to resolve it through this process. Once the board has considered and resolved the complaint, the board will endeavour to convene a follow up contact within 1 month.



If the Dean or HOD regards the matter as serious they may refer the matter on to the Deputy Principal responsible for the year group pastoral care or for the curriculum area.

Talk with the relevant staff member about the issue. Be prepared to listen to their point of view. This may require more than one meeting and/or involve the relevant Deputy Principal.

Provide feedback to the staff member as to whether you were satisfied or not to ensure the problem is settled.

**Issue resolved?**

**Yes**

**Issue resolved?**

**Yes**

**No**

**No**

**No further action is required**

**TABLE 1 DEPUTY PRINCIPALS**

<b>Year 9:</b> <b>DP: Olivia Newman</b> <a href="mailto:olivia.newman@rangitoto.school.nz">olivia.newman@rangitoto.school.nz</a>	<b>Year 12:</b> <b>DP: Michael Randal</b> <a href="mailto:michael.randal@rangitoto.school.nz">michael.randal@rangitoto.school.nz</a>
<b>Year 10:</b> <b>DP: Julie Strang</b> <a href="mailto:julie.strang@rangitoto.school.nz">julie.strang@rangitoto.school.nz</a>	<b>Year 13:</b> <b>DP: James Searle</b> <a href="mailto:james.searle@rangitoto.school.nz">james.searle@rangitoto.school.nz</a>
<b>Year 11:</b> <b>DP: Grahame Cope</b> <a href="mailto:grahame.cope@rangitoto.school.nz">grahame.cope@rangitoto.school.nz</a>	<b>International:</b> <b>DP: Julie Strang</b> <a href="mailto:julie.strang@rangitoto.school.nz">julie.strang@rangitoto.school.nz</a>

**TABLE 2 ASSOCIATE PRINCIPALS**

<b>Associate Principal Curriculum: Fay Meiklejohn</b> <a href="mailto:fay.meiklejohn@rangitoto.school.nz">fay.meiklejohn@rangitoto.school.nz</a>  <b>Associate Principal Pastoral: Peter Morton</b> <a href="mailto:peter.morton@rangitoto.school.nz">peter.morton@rangitoto.school.nz</a>	<b>Associate Principal Systems: Don Hastie</b> <a href="mailto:don.hastie@rangitoto.school.nz">don.hastie@rangitoto.school.nz</a>
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**TABLE 3 DEPUTY PRINCIPALS/ASSOCIATE PRINCIPALS EXECUTIVE ASSISTANT**

**Deputy Principals/Associate Principals Executive Assistant: Kirsty Houlihan**  
[kirsty.houlihan@rangitoto.school.nz](mailto:kirsty.houlihan@rangitoto.school.nz)

### Learning Support

**Jacqueline Allen:** jacqueline.allen@rangitoto.school.nz

**Line Manager: Julie Strang**

julie.strang@rangitoto.school.nz

### Mathematics

**Andy Ballard:** andy.ballard@rangitoto.school.nz

**Line Manager: Fay Meiklejohn**

fay.meiklejohn@rangitoto.school.nz

### International Baccalaureate

**Catherine Brandt:**

catherine.brandt@rangitoto.school.nz

**Line Manager: Fay Meiklejohn**

fay.meiklejohn@rangitoto.school.nz

### Technology Materials & Design

**Ben Pollard:** ben.pollard@rangitoto.school.nz

**Line Manager: Grahame Cope**

grahame.cope@rangitoto.school.nz

### Careers

**Lisa Packer:** lisa.packer@rangitoto.school.nz

**Line Manager: Grahame Cope**

grahame.cope@rangitoto.school.nz

### Performing Arts

**Markus Fritsch:** markus.fritsch@rangitoto.school.nz

**Line Manager: Grahame Cope**

grahame.cope@rangitoto.school.nz

### Design & Visual Communication (DVC)

**Carolyn Higham:** carolyn.higham@rangitoto.school.nz

**Line Manager: James Searle**

james.searle@rangitoto.school.nz

### PE/Health

**Graham Lowe:** graham.lowe@rangitoto.school.nz

**Line Manager: Michael Randal**

michael.randal@rangitoto.school.nz

### ESOL

**Glenn Murphy:** glenn.murphy@rangitoto.school.nz

**Line Manager: Julie Strang**

julie.strang@rangitoto.school.nz

### International

**Lynda Sullivan:** [lynda.sullivan@rangitoto.school.nz](mailto:lynda.sullivan@rangitoto.school.nz)

### Sports

**To be appointed:**

**Line Manager: Don Hastie**

don.hastie@rangitoto.school.nz

### Languages

**Katy O'Grady:** katy.ogrady@rangitoto.school.nz

**Line Manager: Julie Strang**

julie.strang@rangitoto.school.nz

### English

**Christine Parkinson:**

christine.parkinson@rangitoto.school.nz

**Line Manager: Jenny Matthews**

jenny.matthews@rangitoto.school.nz

### Visual Arts

**Paul Stevens:** paul.stevens@rangitoto.school.nz

**Line Manager: James Searle**

james.searle@rangitoto.school.nz

### Commerce

**Vanessa Rossiter:** vanessa.rossiter@rangitoto.school.nz

**Line Manager: James Searle**

james.searle@rangitoto.school.nz

### Social Science

**Rebecca Place:** rebecca.place@rangitoto.school.nz

**Line Manager: Michael Randal**

michael.randal@rangitoto.school.nz

### Guidance

**Jay Smith:** jay.smith@rangitoto.school.nz

**Line Manager: Peter Morton**

peter.morton@rangitoto.school.nz

### Science

**Peter Stewart:** peter.stewart@rangitoto.school.nz

**Line Manager: Fay Meiklejohn**

fay.meiklejohn@rangitoto.school.nz

### Te Manu Taki

**2024 Sarah Galbraith:**

sarah.galbraith@rangitoto.school.nz

**2025 Kata Simpkins:**

Kataraina.Simpkins@rangitoto.school.nz

**Line Manager: Peter Morton**

peter.morton@rangitoto.school.nz

**Line Manager: Julie Strang**

julie.strang@rangitoto.school.nz