

Concerns and complaints process

Advice for students, parents, whānau and community

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.
(See Table 1)

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 2)

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.

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.

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.

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 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 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.

Updated July 2025

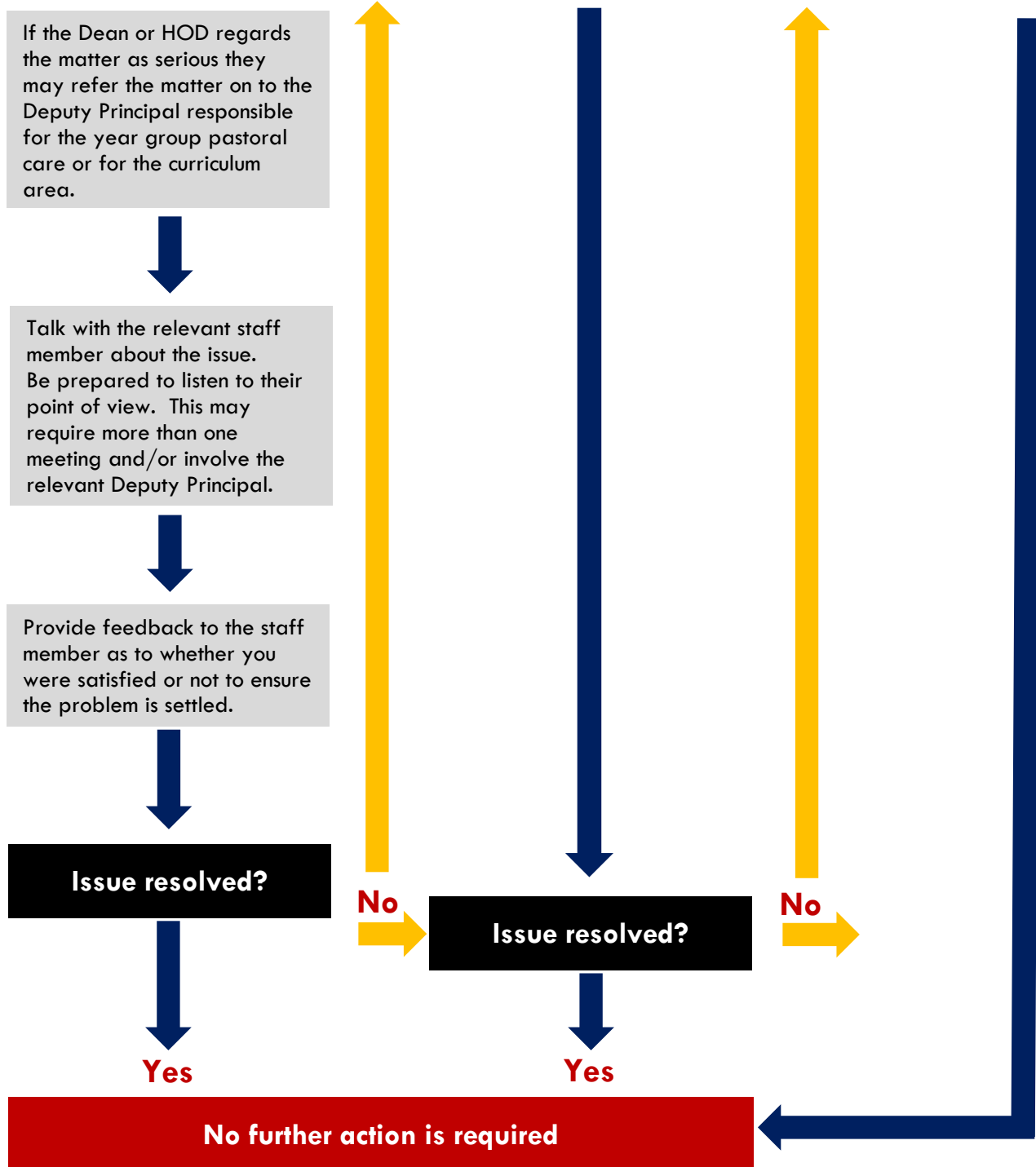


TABLE 1 DEANS/DP's

Year 9: DP: Olivia Newman Olivia.newman@rangitoto.school.nz • Karla Holding: karla.holding@rangitoto.school.nz • Grace Love: grace.love@rangitoto.school.nz • Kranish Singh: kranish.singh@rangitoto.school.nz	Year 12: DP: Michael Randal Michael.randal@rangitoto.school.nz • Angela Derbyshire: angela.derbyshire@rangitoto.school.nz • Rhianna Maker: rhianna.maker@rangitoto.school.nz • Kate Gale: kate.gale@rangitoto.school.nz
Year 10: DP: Julie Strang julie.strang@rangitoto.school.nz • Tessa Garton-Voice: Tessa.garton-voice@rangitoto.school.nz • Sharon Redpath: sharon.redpath@rangitoto.school.nz Mark Wilson: mark.wilson@rangitoto.school.nz	Year 13: DP: James Searle james.searle@rangitoto.school.nz • John Meeske: john.meeske@rangitoto.school.nz • Mallory O'Brien: Mallory.o'brien@rangitoto.school.nz • Kay Robinson: kay.robinson@rangitoto.school.nz
Year 11: DP: Grahame Cope grahame.cope@rangitoto.school.nz • Stephanie Kim: stephanie.kim@rangitoto.school.nz • Amy Reddy: amy.reddy@rangitoto.school.nz • Jamie Sowter: Jamie.sowter@rangitoto.school.nz • Ben Smith: ben.smith@rangitoto.school.nz	International: DP: Julie Strang julie.strang@rangitoto.school.nz • Hyung Won Lee: hyung.lee@rangitoto.school.nz • Ye Sul Kim: YeSul.Kim@rangitoto.school.nz International Baccalaureate: DP: Fay Meiklejohn fay.meiklejohn@rangitoto.school.nz • Catherine Brandt: Catherine.brandt@rangitoto.school.nz

TABLE 2 HEAD OF DEPARTMENTS

<u>Learning Support</u> Shirley Closey: shirley.closey@rangitoto.school.nz Line Manager: Olivia Newman Olivia.newman@rangitoto.school.nz <u>Mathematics</u> Andy Ballard: andy.ballard@rangitoto.school.nz Line Manager: Fay Meiklejohn fay.meiklejohn@rangitoto.school.nz <u>IB</u> Catherine Brandt: catherine.brandt@rangitoto.school.nz Line Manager: Fay Meiklejohn fay.meiklejohn@rangitoto.school.nz <u>Technology Materials & Design</u> Ben Pollard: Ben Pollard@rangitoto.school.nz Line Manager: Grahame Cope grahame.cope@rangitoto.school.nz	<u>Sports</u> Ryan Borthwick: ryan.borthwick@rangitoto.school.nz Line Manager: Don Hastie don.hastie@rangitoto.school.nz <u>Languages</u> Karen Livingston: karen.livingston@rangitoto.school.nz Line Manager: Julie Strang julie.strang@rangitoto.school.nz <u>English</u> seth.keenan-davies@rangitoto.school.nz Line Manager: Olivia Newman Olivia.newman@rangitoto.school.nz <u>Visual Arts</u> Kaie Poynter: katie.poynter@rangitoto.school.nz Line Manager: James Searle james.searle@rangitoto.school.nz
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<u>Careers</u> Lisa Packer: lisa.packer@rangitoto.school.nz Line Manager: Julie Strang julie.strang@rangitoto.school.nz <u>Performing Arts</u> Markus Fritsch: markus.fritsch@rangitoto.school.nz Line Manager: Grahame Cope grahame.cope@rangitoto.school.nz <u>Art</u> Paul Stevens: Paul Stevens@rangitoto.school.nz Line Manager: James Searle james.searle@rangitoto.school.nz <u>PE/Health</u> Graham Lowe: graham.lowe@rangitoto.school.nz Line Manager: Michael Randal michael.randal@rangitoto.school.nz <u>ESOL</u> Glenn Murphy: glenn.murphy@rangitoto.school.nz Line Manager: Julie Strang Julie.strang@rangitoto.school.nz	<u>Commerce</u> Vanessa Rossiter: vanessa.rossiter@rangitoto.school.nz Line Manager: James Searle james.searle@rangitoto.school.nz <u>Social Science</u> Becky Place: becky.place@rangitoto.school.nz Line Manager: Michael Randal micjael.randal@rangitoto.school.nz <u>Guidance</u> Jay Smith: jay.smith@rangitoto.school.nz Line Manager: Peter Morton peter.morton@rangitoto.school.nz <u>Science</u> Peter Stewart: peter.stewart@rangitoto.school.nz Line Manager: Fay Meiklejohn fay.meiklejohn@rangitoto.school.nz <u>International</u> Lynda Sullivan: lynda.sullivan@rangitoto.school.nz Line Manger: Patrick Gale Patrick.gale@rangitoto.school.nz <u>Te Manu Taki</u> Kata Simpkins: katarina.simpkins@rangitoto.school.nz Line Manger: Peter Morton Peter.morton@rangitoto.school.nz
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