

Concerns and Complaints Procedure

At Mt Carmel, we are committed to fostering an open, supportive, and respectful community grounded in Gospel values and Catholic tradition. We recognise that clear, compassionate communication is important to maintaining a safe and nurturing environment for our tamariki (children).

If you have a concern or complaint regarding your child's education, well-being, or school operations, we encourage you to raise it with us early so we can work together constructively toward a solution.

The process outlined below provides the procedure, based on principles of restorative justice, fairness, and mutual respect to ensure concerns are addressed appropriately.

Stage One – Initial Contact Point:

- **Classroom / Learning / Wellbeing Concerns:** Approach the Classroom Teacher directly if comfortable.
- **Unresolved or uncomfortable with the Teacher:** Contact a Team Leader or Deputy Principal.
- **Sensitive Issues:** Concerns regarding sensitive family matters, enrolment, health & safety, or general management may be taken to the Senior Leadership Team.
- **Principal Complaint :** Direct a complaint about the Principal to the Board Presiding Member
- **Board Member Complaint:** A complaint against a board member goes to the Presiding Member

Stage One – Principal Review:

- If an issue remains unresolved after meeting with the Team Leader or Deputy Principal, it is referred to the Principal.

Resolution

- Reaching a mutual agreement or putting a plan in place for future action finishes Stage One.

Stage Two – Board Escalation:

If a resolution is not agreed upon the complaint may be escalated

- **Formal Complaint:** If unresolved with the Principal, submit a written complaint addressed to the Presiding Member of the School Board.
- **Acknowledgement:** The Presiding Member acknowledges the letter.
- **Board Review:** The letter is tabled in-committee at the next Board meeting to investigate and decide on next steps
- The Presiding Member will then contact the complainant in regards to the next steps.