

Communication for Concerns and Complaints Flow Chart

RATIONALE

When concerns (verbal) and complaints (written) are dealt with through an agreed process that is understood by everyone involved with the school, a positive resolution is more likely to be achieved.

ETHOS

Takaka Primary School follows a restorative model, which is solution focused and mediated to make sure everyone is heard.

We base our communication around our 6 Values: Kotahitanga, Integrity, Adaptability, Open to Learning, Respect and Aroha

We address the issue, while respecting the person and preserving the relationship.

