



MBS POSITIVE Communication Procedure

At MBS we **creatively** solve problems and **resilience** by bouncing back quickly. We aim for **excellence** in our communication whilst showing the utmost **whakaute** to those we are communicating with.

We aim to ensure that all voices are heard and that positive and proactive actions are taken promptly.

Our CREW Values, PB4L Framework, and the complaints procedure underpin this procedure. We value communication before complaints.



**TALK TO YOUR
CLASS TEACHER**

9 times out of 10 your class teacher can allay your concerns quickly. Talk through any challenges with your teacher **FIRST**, who generally can share a bigger picture with you. Please email or message via Hero to arrange a meeting to talk about your worries. Don't forget we have an open-door policy, but we ask you to be mindful of the time, place and tone when talking to our teachers.



**CONTACT YOUR
YEAR LEVEL LEADER**

Occasionally your challenge has not been resolved at the classroom level. If you feel your voice has not been heard, or things have not changed after some time, your next step is to communicate with the Year Level Leader. Please email or message via Hero to arrange a face to face or phone meeting, don't forget to write your thoughts down ready for the meeting.



**YOUR TEAM LEADER
IS NEXT**

If your concerns have still not been resolved make an appointment with your Team Leader. Please ensure you have followed steps 1 and 2 before making the appointment. Bring along your notes and ensure you have given the Team Leader as much detail as possible prior to the meeting so solutions can be found swiftly.



**DEPUTY
PRINCIPAL**

Our Deputy Principal is your next port of call. She will ask for a face-to-face meeting with you and all parties required after listening to your concerns. Our DP will mediate between you and the classroom teacher. Please know that we follow our PB4L Framework and CREW Values. Once again ensure that steps 1-3 have been followed first- we will redirect you to them if they have not.



**THE
PRINCIPAL**

We rarely get to this stage. If you are still feeling unheard and needing support please email the Principal clearly outlining your concerns and desired outcome. Give him as much information as you can. Allow time for investigations to happen. He will review all meeting notes and talk to all involved to decide on the next steps.



**THE
BOARD OF TRUSTEES**

All further complaints must be made in writing and addressed to the Board of Trustees of Mangawhai Beach School. The complaint will be discussed at the next available Board Meeting.

Concerns are addressed by the above process - complaints must be made in writing to the Deputy Principal or Principal.

Ministry of Education

Last but by no means least - approach the Ministry of Education who will work with the school to work through your complaint.