



# Matamata Christian School

## COMPLAINTS PROCEDURES

### COMMUNITY NOTE

Matamata Christian School values feedback and believes this is an important way for it to improve its performance. It believes complaints are a part of this and wishes to be able to resolve these in order to avoid anything standing in the way of it achieving its goals. Therefore anyone who may have a complaint about any part of the school life is encouraged to bring those complaints forward in a biblical manner. This means:

#### **To resolve conflict -**

"If your brother sins against you, go to him and show him his fault. But do it privately, just between yourselves. If he listens to you, you have won your brother back. But if he will not listen to you, take one or two other persons with you, so that 'every accusation may be upheld by the testimony of two or more witnesses,' as the scripture says" – Matthew 18:15-16.

#### **In response to complaints -**

"Remember this, my dear friends! Everyone must be quick to listen, but slow to speak and slow to become angry" – James 1:19.

"Be kind to one another, tender hearted, forgiving one another, even as God for Christ's sake has forgiven you" – Ephesians 4:32.

Please remember that complaints can be embarrassing for people. It is important to respect a person's integrity by approaching them in confidence first to resolve this rather than sharing this with others. I

f a complaint is about wrongdoing between students at school please do not try to resolve this directly between other parents but get the classroom teacher to resolve this between families.

If a complaint is about a Board of Trustees issue or matter please use their complaints procedures chart.

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