



Reporting of a Concern (Parent)



Talk to your son's housemaster



Unresolved Boarding Problem?
Talk to Director of Boarding

Unresolved School Problem?
Talk to Dean



Unresolved problem becomes **Complaint**

DOB puts in writing



Written complaint to Principal/Tumuaki
Acknowledged within 5 days
Investigated
Written information shared with all parties
Outcome communicated to all parties within 10 days