

## What to do if you have a concern or a complaint

DHS hostel believes concerns are best dealt with informally, by discussing the issues with the people concerned, supervision staff or hostel management. When this doesn't work, or if the issue is serious, then a formal complaint should be made to the Boarding Manager. All hostel staff can provide information and support for people wanting to raise concerns or make a complaint. DHS guidance staff or Hostel BOT Committee Parent or Student Reps may also be able to assist in this role.

You can talk to any of these people about your concern:

Do you feel ok about raising the issue with **the person/people concerned**?

Do you feel ok about raising the issue with a **supervisor or staff** member?

Do you feel ok about raising the issue with the **Hostel Manager or Matron**?

Do you feel ok about raising the issue with the a **Parent or Student Rep** on the Hostel Committee of the BOT or the DHS **Principal**.

**If your complaint is against The Manager**, you can make your complaint to the Dunstan High School Principal in Alexandra by telephoning 03 4488595 and asking for the principal or deputy principal and informing them you wish to make a complaint, or ask a staff or board member you feel comfortable with to do this for you.



### Want support?

You can use a support person to help you at **any stage** of this process.

Examples of who a support person could be:

- A staff member chosen by you.
- A parent.
- A Parent or Student Board Rep.
- A friend or relative.
- A neutral person provided by DHS at your request (such as school counsellor).

Each time you talk with someone decide:



**Discuss the problem**

Satisfactory outcome



Still a problem



**Try Again-**  
Talk to the next person on the list.

**Make a formal complaint**



**Contact the Boarding Manager to make a Formal Complaint**

**How?** Call **03 448 7506** and ask for The Manager, or write to The Boarding Manager, Dunstan High School Hostel, 99 Russell St, Alexandra 9320

You should write down as much of your complaint as you can. If you cannot write the complaint down DHS Hostel will provide someone to help you write the complaint down.



The Manager or Principal will investigate the complaint using the *Formal Complaints Procedure*. A copy of this procedure will be supplied to you at this time. The outcome of the investigation will be advised to you as soon as is practically possible following the completion of the investigation.



You will be advised if the Boarding Manager or Principal believe you have any rights to appeal the decision/outcome of the investigation. In the case of International Student this will include advising you how to contact the International Education Appeal Authority and your rights under the Code of Practice.

