

Have you got feedback or a complaint about anything at Wesley College?

We aim to acknowledge your feedback or complaint within 48 hours and no longer than 7 days.

SPEAK UP

If you require help, please ask a family member or a member of our staff for assistance.

You've got our support.

If you have feedback or would like to raise a concern, the following options are available to you:

If you are a member of our school community, you will not be disadvantaged for speaking up about a genuine concern or complaint. We are working together to make Wesley College a better and safer place for all.

1 IN PERSON - you are welcome to speak to any member of our staff. If they cannot resolve your concern or complaint, or you are still unhappy, they will guide you to someone who can help.

2 BY PHONE - report your concern or complaint by telephone **09 2370224**. If outside of office hours, please leave a message.

3 BY EMAIL - feedbackandcomplaints@wesley.school.nz

4 COMPLAINTS FORM - this can be found on our school website: <https://www.wesley.school.nz/contact/concerns-complaints>

5 BY POST - Feedback and Complaints, PO Box 58, Pukekohe, Auckland, 2340

We will always **LISTEN**, answer your questions and treat you with **RESPECT**.



WESLEY COLLEGE

By Faith, By Learning, By Hard Work

Family | Respect | Responsibility | Excellence