



10 June 2024

Whaea Kat

fyi-request-26731-3d145a93@requests.fyi.org.nz

Tēnā koe Whaea Kat,

The Minister's office has shared your concerns with me regarding the Plimmerton School Board, following your email on 11 May 2024. Thank you for taking the time to raise your concerns with the Minister.

You may be aware that schools in New Zealand are self-governing, and it is The Board's role to oversee the governance of its school and to ensure that everything that needs to be done gets done. Schools are required to have their own complaints policy to ensure that a fair and robust process is followed.

In most instances, schools do an excellent job of working through issues with whānau. However, we acknowledge that there are times when conflict cannot be resolved between parties. In such cases, there are supports available for parents who are unsatisfied with the board's response. These include contacting the local Ministry office or the Ombudsman if they feel they have been treated unfairly.

Without knowing the specific details of the issues you have mentioned, I am unable to speak to any complaints parents may have made to the Ministry due to privacy reasons. However, I can assure you that our Ministry of Education staff work closely with school principals to ensure they receive the support they need.

If parents are unsatisfied with the response, following a complaints process they can contact the Manager of Integrated Services, Kate Aldworth kate.aldworth@education.govt.nz ph 04 4634820.

Thank you again for bringing your concerns to our attention.

Nāku noa nā

Roy Sye

Director of Education for Wellington
Ministry of Education