



1 0 NOV 2016

Ashley Perfect
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Dear Ashley

Thank you for your email of 17 October 2016 to the Ministry of Education requesting the following information:

- 1. how many and the nature of the complaints without giving names against Waitohu School, in particular against the principal in the last 3 years.*

Your request has been considered under the Official Information Act 1982 (the Act).

The Ministry has received two complaints in the last three years related to Waitohu School.

One complaint was about a custody dispute. The complainant was dissatisfied with the Principal's actions in relation to their concerns. When the Ministry followed up the complaint, we found the school and Principal were managing the situation and its impact on students appropriately.

The other complaint involved the school's request for parents to buy a particular brand of electronic notebook for their children. The complainant considered another brand of notebook should have been requested in preference to the brand requested by the school. The complaint was escalated to the Principal, and I understand the complainant and the school reached an agreement around the issue.

Thank you again for your email. You have the right to ask an Ombudsman to review this decision. You can do this by writing to info@ombudsman.parliament.nz or Office of the Ombudsman, PO Box 10152, Wellington 6143.

Yours sincerely

Kim Shannon
Deputy Secretary
Sector Enablement and Support