

Our Ref: LE-13-01-02-503

6 June 2018

Email: [fyi-request-7884-66b89b72@requests.fyi.org.nz](mailto:fyi-request-7884-66b89b72@requests.fyi.org.nz)

I refer to your email dated 22 May 2018 to the Education Review Office requesting the following information under the Official Information Act 1982:

*A copy of your [ERO's] full policy, procedures and guidance to ERO staff on how they manage parent or public complaints about a school*

You can access this information on ERO's website which is set out as follows:

*["Complaining about a school or an early childhood service?"](#)*

*If you have a complaint about a school or early childhood education service, you should first contact the principal/chairperson or service manager, and can:*

- *ask for a copy of the school or service complaints policy and procedures*
- *follow the procedures for making a complaint.*

*If you are not satisfied with the process for dealing with your complaint you could contact your nearest Ministry of Education Office.*

*[Your privacy](#)*

*Any information provided to ERO or released to any party is treated in accordance with the Privacy Act 1993 and the Official Information Act 1982.*

*Click on the links below for more information on those Acts:*

- *[Office of the Privacy Commissioner](#)*
- *[Office of the Ombudsman"](#)*

If the complaint relates to the safety and welfare of children at the school, ERO will inform the Ministry of Education, Oranga Tamariki and the NZ Police depending on the seriousness of the complaint. ERO will also look at the school's policies and procedures on handling such complaints when it carries out the next review.

Yours sincerely



**Jeremy France**

Deputy Chief Executive Corporate Services

**Education Review Office | Te Tari Arotake Mātauranga**

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