

Complaints & Feedback

Your feedback matters to us at BPS OSCAR, we want children and families to feel safe, welcome and well supported. We value feedback from parents, caregivers and whānau and encourage you to talk to us if something isn't right or if you have a concern about our programme or staff.

We will listen to your concerns and work with you to resolve them fairly and respectfully.

How can I raise a concern?

1. Talk to us

Please speak with the Programme Supervisor in the first instance. You can also contact the Oscar Manager directly if you prefer Via email: oscar@bps.school.nz or Phone: 022 536 5946.

2. If your concern isn't resolved

If you are not satisfied with the outcome, you can ask for the matter to be referred to the School Principal or Board of Trustees.

If your concern is about the Oscar Manager, you can raise it directly with the Board of Trustees.

3. Formal complaints

If your concern requires further investigation, we may ask you to put your complaint in writing. Please include:

- What has happened
- Any relevant information or supporting evidence
- What outcome you would like to see.

We will respond to written complaints within 14 days, where possible, and will work towards a fair and mutually agreeable outcome.

Privacy

We respect the privacy of everyone involved in a complaint. Information will be kept confidential where appropriate and only shared when necessary or permitted by law.

Still not satisfied?

If you remain dissatisfied with how your complaint has been handled, you may contact Te Kāhui Kāhu, who are responsible for granting our programme approval as an OSCAR provider

You can make a complaint through the Te Kāhui Kāhu complaints process:

[Te Kāhui Kāhu – Complaints](#)