

Ramarama School 2026

NEWSLETTER TERM 1 WEEK 2

From Mrs Campbell

Kia ora whānau,

Raising a Concern or Sharing a Worry

At Ramarama School, we value open communication and strong partnerships with our parents and whānau. If something doesn't feel quite right, or you have a question or concern, we encourage you to talk with us, we are here to help.

Start with a Conversation

Most concerns can be sorted quickly by having a conversation with the person closest to the situation. This is usually:

- Your child's classroom teacher, or
- The teacher in charge of a programme or activity

Concerns can be shared in person or in writing. Often, a conversation is all that's needed to sort the issue or alleviate the concern.

If You Need to Take It Further

If a concern isn't resolved, it can be passed on to:

- Senior staff
- The Principal
- The Board of Trustees (if needed)

Serious matters can be raised directly with the Principal. If a concern is about the Principal, it should be raised with the Board Chair.

A Few Important Things to Know

- If you have a concern about a child who is not your own, please get in touch with the school and do not approach the student or their family directly.
- You are welcome to bring a support person (such as a friend, whānau member, or advocate) to any meeting.
- All concerns are handled respectfully, fairly, and confidentially.
- There is no time limit on raising a concern, although raising it sooner helps us respond more effectively.
- You can find a flow diagram of the concerns and complaints process at the back of this newsletter.

If you're ever unsure about whom to talk to, please contact the school office, and we'll guide you to the right person.

All of our school policies and procedures are housed on a website called School Docs. These are reviewed and updated regularly as part of our staff and Board review schedule.

You can read these policies anytime you like. Just visit the website

www.schooldocs.co.nz

The username is: ramarama

The password is: calfclub

Tania Campbell
Tumuaki/Principal

Dates coming up...

- **Wednesday 11th February-** School Values Assembly 9am
- **Thursday 12th February-** Technology- Year 7's @ Maramarua School- bus leaves at 8:40am
- **Friday 13th February-** Freezy Friday- iceblocks for sale \$2 at lunch time. We will have this every Friday in Term 1, you can pay each week or for the whole term- students get to select from a range of iceblocks each week. All items are \$2.



- **Thursday 19th February-** ECCS Football Funday for Year 5 & 6 students.



Welcome!

We are very excited to welcome **Emma** to the Pukeko Learning Space and Ramarama School. We hope you enjoy being part of the Ramarama School community.

We counted 2 students who had moved out of the area over the summer break in our total last week, so Emma takes our actual total to **207 students**.

Community Messages

Road Safety:

We have had a number of complaints about the school from people who are driving past our school in the mornings and afternoons.

The main complaint they have is the cars that block the road for long periods of time, waiting to turn into the school driveway.

This mostly happens in the afternoon if the traffic is not moving in the top carpark. Please do not block the road if you can't turn in- we ask that you drive past the school and wait a few minutes, and then come back. Teachers are on duty until 3:15 pm, so you have plenty of time.

If you have a child you pick up from the shelter at the front gate, please come into the school grounds and collect them- please do not stand outside the gate and block the path/driveway.

Please use the lights to cross the road if you are parked on Ararimu Road. We need to model safe practices for our students. Ararimu Road is very busy, and the cars that travel on this road are often not sticking to the safer speed limits around our school, and we do not want an accident.



Dogs on school grounds:

Over the last few weeks, we have noticed an increase in the amount of dog poo being left all over our school fields.

Please do not walk your dogs on our school grounds.

There are plenty of other green spaces people can use in the area, and we do not want our students to step in this and then bring it through our learning spaces, and our staff do not want to clean it up.

If you are here after school hours or in the weekends and you see people walking their dogs, can you please let them know. We will also put up signs around the school grounds to remind people.



Concerns and Complaints Process

This information should be read alongside our Concerns and Complaints Policy and related policies on SchoolDocs.

OVERVIEW



You can raise concerns and complaints with our school verbally or in writing.



The school will assess and respond according to the nature of the concern or complaint.



The school will tell you how we plan to manage your concern or complaint, and let you know when the matter is closed.



HOW TO RAISE A CONCERN OR MAKE A COMPLAINT

Contact the following people at the school (verbally or in writing).

A staff member involved
(e.g. classroom teacher, head of learning area)

The principal
for serious matters

The board chair
for concerns or complaints about the principal

Another board member
for concerns or complaints about the board chair

- Concerns or complaints may be referred to a more appropriate person (e.g. senior staff, principal, board member).
- The school may ask you to put your concern or complaint in writing to help address the matter.
- You are welcome to have a support person (e.g. whānau member, friend, lawyer, union representative).
- Everyone involved is expected to respect privacy and confidentiality.



HOW THE SCHOOL MANAGES CONCERNS AND COMPLAINTS

We manage concerns and complaints in a timely manner and seek to protect people's mana and dignity. We ensure:

- people are treated fairly
- those involved have the opportunity to be heard
- decision-making is unbiased.

The school assesses the concern or complaint and responds according to its nature and seriousness, and who is involved (e.g. student, staff member, principal, board member).



NOTIFICATION AND CLOSURE

We will tell you about how we plan to manage your concern or complaint, and let you know when the matter is closed.

After responding to your concern or complaint, **the school considers the matter closed.**

If you feel your concern or complaint has not been resolved after receiving a response, you may escalate the concern or complaint to the principal or board.

After the board has dealt with a matter, there is no further avenue for consideration by the school.

If you need help to understand the concerns and complaints process, please contact the school.

Copyright © SchoolDocs, February 2025

We ask that all conversations and digital communication with staff be approached respectfully and constructively. Our staff are committed to supporting every learner and working in partnership with whānau. Respectful communication helps us listen carefully, understand concerns, and find positive solutions together.

At Ramarama School, our values guide how we communicate:

- Treasure – We treat each other with respect and care
- Challenge – We raise concerns constructively and seek solutions
- Explore – We work together to find positive ways forward. We ask that all conversations with staff reflect these values.
- All concerns and complaints must be raised in a respectful manner. Aggressive, abusive, or inappropriate language or behaviour towards staff will not be tolerated. The school may pause or redirect conversations if these expectations are not met.