

# Garin College Effectiveness Check



We are asking parents and visitors to the school to let us know how effective we are at understanding and helping with issues that arise through the year.

To help us make sure that we do our job well – and meet your needs effectively, please take *one minute* to fill this in and drop in the feedback box.

When I had an issue I talked to (please tick box/es) ...

- Head Teacher (John Boyce)
- Deputy Head (Denis Moriarty)
- Hostel Manager (Robert Booth)
- Reception staff
- Head of Student Services (Mike Rose)
- Business Manager (Ron van Drunen)
- Timetable and behaviour (Tracy Stock)
- Other (eg whanau teacher) please name: \_\_\_\_\_

**Please rate us** A = Excellent B = Good C = Could do better

- The meeting or return phone call was prompt
- I felt that I was heard and taken seriously
- The meeting/ phone call was conducted with respect and professionalism
- I may or may not have got the result I hoped for, but I understand the reasoning behind the outcome

## **Feed Forward:**

Next time there is a similar meeting at Garin I believe it would be even more effective if ...

# Garin College complaints



We need to know. We want to be the best we can be, but that is impossible if we don't hear about the things that are not working – or not working well for all parents or students.

To help us make sure that we do our job well – and meet your needs effectively, please take *one minute* to fill this in and drop in to the Office. It really helps if you tell us who you are so we can check details etc – but we still need to know even if you can't tell us your name.

The issue:

Why it is a problem for me:

What I have done to try to make it better:

Any suggestions for solutions:

## **SCHOOL USE:**

Action:

Contact with complainant: Who ..... When ..... Result: