



20/08/2024

OIA: 1332309 – Complaints regarding Christchurch Boys' High School (CBHS)

Thank you for your emailed request of 10 July 2024 to the Ministry of Education (the Ministry), and your email of 24 July 2024 amending your request for the following information:

*A list of all concerns sent to the Ministry about the school [Christchurch Boys' High School].
Can I please just request part 3 of my [original] request and make it all concerns raised with the Ministry about the school in the last 18 months?*

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

We have interpreted your request to be for all complaints received by the Ministry regarding Christchurch Boys' High School (CBHS) in the past 18 months (24 January 2023 to 24 July 2024).

The Ministry defines a complaint as any communication where a person or organisation is unhappy, concerned or not satisfied with a situation, process, or decision. In response to your request, the Ministry can confirm it has received four complaints in the past 18 months regarding CBHS, as summarised below.

On 13 October 2023, the Ministry received a complaint regarding behavioural management. The Ministry contacted the school and recommended that the complainant follow the school's policy for complaints.

On 16 October 2023, the Ministry received a complaint regarding enrolment. The Ministry advised that we would contact the school directly, and recommended that the complainant follow the school's policy for complaints. The complainant replied to advise that no action was needed due to a change in circumstances.

On 8 April 2024, the Ministry received a complaint regarding CBHS works on a reserve that CBHS has custodial/kaitiaki responsibilities to maintain. The Ministry met with the complainant and the concerns were successfully resolved.

On 13 June 2024, the Ministry received a complaint that was sent to multiple parties regarding management and administration. The Ministry contacted the complainant to confirm if they wanted the complaint lodged in our system. The complainant advised that they would relay their concerns to the CBHS Board directly in the first instance.

Please note, we may publish this response on our website after five working days. Your name and contact details will be removed.

You have the right to ask an Ombudsman to review my decision on your request, in accordance with section 28 of the Act. You can do this by writing to info@ombudsman.parliament.nz or to Office of the Ombudsman, PO Box 10152, Wellington 6143.

Thank you again for your email. If you have further questions, please feel free to contact our media team in the first instance at media.team@education.govt.nz.

Nāku noa, nā



Nancy Bell
Hautū | Deputy Secretary
Te Mahau | Te Tai Runga (South)