

Making a Sensitive or Historic Claim Procedure

Papatoetoe Intermediate School is committed to the safety and wellbeing of all staff and students - both present and past. If you feel you have been unjustly treated while attending Papatoetoe Intermediate School or when working with RTLB in Cluster 10, Manawanui please talk with us. Our school is committed to providing information, supporting claimants and helping to investigate claims. Claims will be treated as 'confidential'.

To make a claim

- Contact our school office directly and ask to speak with the Principal or Deputy Principal.
- Alternatively you can email the Board.
 - You can do this by email, or phone.
 - Contact details are on our school website or available from the school office.

Alternatively you can

- Contact the Ministry of Education

[Ministry of Education Redress Process: Sensitive Claims Lodgement Form](#)

- Or contact the Police and make a complaint

<https://www.govt.nz/browse/law-crime-and-justice/crimes-and-emergencies/report-a-crime-thats-not-an-emergency>

Claims should be received in writing outlining:

- Your name and details
- Names of people involved (or descriptive details e.g. titles, position etc.)
- Dates
- Location
- Any witnesses or reports
- Reason for claim

When a claim is received we will

- Record the complaint and include your contact details. We will email you confirming receipt of your claim.
- We will check dates, student enrolment and personnel employment information and confirm dates and times and provide any further relevant information our school may have (e.g. receipts of information at that time).
- We will contact the MOE and the Police and, with your permission, pass on the information and ask them to undertake a full investigation.
- We will keep in touch and ensure the investigation is progressing.