

Subject: Ero review
From: "Russell Wallace" <Russell.Wallace@ero.govt.nz>
Sent: 12/03/2015 2:49:59 pm
To:

Dear Victoria

I have just opened your email. When we are reviewing a school we take into account any current issue and we have done so in this case. We ask questions about processes and do not investigate or attempt to help resolve particular issues. We usually suggest the first thing anyone who wishes to complain should do is make use of the school's own processes for responding to a complaint. This seems to be the case in your situation.

We wish you well as you seek a resolution to the current issue.

Thank you for communicating with us,

Russell Wallace (on behalf of the ERO team at Ruru this week)

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