

Subject: Formal Complaint
From:
Sent: 15/10/2019 11:19:25 am
To: pauline.harland@parliament.govt.nz
CC: j.ardern@ministers.govt.nz; "Chris Hipkins"
<Chris.Hipkins@parliament.govt.nz>; nikki.kaye@parliament.govt.nz;
"Karen SMITH" <Karen.SMITH@police.govt.nz>; "Anna Down"
<Anna.Down@ombudsman.parliament.nz>
Attachments: Letter to Victoria Turnbull 14.10.2019.pdf; CJ and V A Turnbull - Letters.pdf

To: Nicolas Pole – ERO Chief Executive

Dear Sir

Please accept this letter as a formal complaint against Jeremy France – Deputy Chief Executive Corporate Services.

In Mr France's letter to us dated 14 October 2019, he excuses Ruru Principal Erin Cairns and the Ruru Specialist School Board of Trustees for omissions directly relating to the health, safety and wellbeing of students, without giving a valid reason to do so.

Ruru Specialist School was under Police investigation prior to, during, and at the time ERO published the glowing 2016 Ruru ERO Review. ERO advised they did not know of the Police Investigation because neither Ruru Board of Trustees nor Ministry of Education informed ERO that this was the case.

When Mr France responded to our concern regarding this matter in 2016, the excuse he used for Ruru was *"no investigation was underway at the time of the April 2016 review"*. More specifically, the ERO team was on site 4 and 5 April 2016 and he believed that the Police investigation had not commenced at that time, when it had. His excuse in 2016 implied, because the dates were outside the review window, there was no requirement for the Principal and Board to inform ERO of this serious matter.

Now, when faced with the reality that a Police Investigation had commenced when ERO reviewed Ruru, and Principal Erin Cairns was advised by Police, Mr France excuses the school's omissions by quoting findings in the Chief Ombudsman opinion, a report released 15 months after the 2016 Ruru ERO Review was published.

The Ombudsman investigation did not include the school's omissions during the 2016 ERO Review. After reading the 2016 Ruru ERO Review, we contacted Police seeking the date Police first contacted Ruru Specialist School to advise them Police were investigating. Police knew why we were making this request and refused accurate information regarding the date. For this reason we could not include the omissions as part of our complaint to the Office of the Ombudsman at that time. The Chief Ombudsman investigation was specific and narrowed to our son. It was not any part of, or associated to the Police Investigation in 2016–2017.

Instead of seeking a response or explanation from Ruru Principal Erin Cairns and Ruru Board of Trustees as to why they were again, not honest or up-front with ERO, Mr France rejects our complaint without reason. Furthermore, he has shared our complaint letters and supporting information with Erin Cairns. We find this totally unacceptable and a breach of our privacy.

Mr France rejected our complaint and did not agree to our request, therefore there was no necessity to provide Erin Cairns the complaint or background to our request.

We seek your immediate response to the inappropriate, unacceptable responses and behaviour from Mr France.

Thank you.

Callum and Victoria Turnbull

From: [David Lafferty](#)

Sent: Monday, October 14, 2019 11:35 AM

To:

Cc: erin@rurued.school.nz

Subject: RE: REQUEST FOR THE ERO 2016 RURU SPECIALIST SCHOOL TO BE WITHDRAWN

Kia ora, Victoria.

Please find attached ERO's response to your email and letter dated 18 September 2019 .

Ngā mihi

David Lafferty

Corporate Support Officer

Education Review Office | Te Tari Arotake Mātauranga

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Ko te Tamaiti te Pūtake o te Kaupapa

The Child - the Heart of the Matter

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