

## Complaints and Concerns

Good relationships within the school community give children a greater chance of success. However in the event of a grievance, the following guidelines should be used.

### Principles of our policy

- Allow a reasonable time frame for the issue to be discussed.
- Prior arrangements must be made through the front office. Please do not enter school classrooms or offices without doing this first.
- Everyone should be treated with respect.

| <b>STUDENTS</b><br>With a concern or complaint could  | <b>PARENT(S)/CAREGIVER</b><br>With a concern or complaint could  | <b>STAFF and VOLUNTEERS</b><br>With a concern or complaint could  |
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| <p>STEPS:</p> <ol style="list-style-type: none"> <li>1. Arrange a time to speak to the person concerned about the problem</li> <li>2. Talk to a person who you feel comfortable with e.g.               <ul style="list-style-type: none"> <li>• Home Group</li> <li>• Teacher</li> <li>• Counsellor</li> <li>• Youth Worker</li> <li>• Chaplain</li> <li>• Year Level Manager</li> <li>• Assistant or Deputy Principal</li> </ul> </li> </ol> <p>Or any other member of staff</p> <ol style="list-style-type: none"> <li>3. If the issue is unresolved within a reasonable time arrange a to speak to the Principal and/or your parents/caregivers</li> </ol> <p>If after the above steps the concern has not been resolved please arrange a time to resolve the issue with the Associate Regional Director (8366 8860).</p> | <p>STEPS:</p> <ol style="list-style-type: none"> <li>1. Arrange a time to speak to the relevant teacher(s) about the problem and indicate what the concern is about.</li> <li>2. If the concern is not resolved arrange a time to speak with the appropriate Year Level person listed below.</li> </ol> <p><b>YEAR LEVEL CONTACT PERSON</b></p> <p>8 DP Sue Dob<br/>           9 DP Sue Dob<br/>           10 AP Lyn Davis<br/>           11 AP Lyn Davis<br/>           12 AP Lyn Davis</p> <ol style="list-style-type: none"> <li>3. If the issue is unresolved within a reasonable time arrange a to speak to the Principal</li> </ol> <p>If after the above steps the concern has not been resolved please arrange a time to resolve the issue with the Associate Regional Director (8366 8860).</p> <p><b>You can also contact the Parent Complaint unit hotline at any stage on 1800 677 535 for information, advice and support</b></p> | <p>STEPS:</p> <ol style="list-style-type: none"> <li>1. Arrange an appropriate place and time to speak to the person concerned in a timely manner</li> <li>2. If the grievance is not resolved with the person concerned in a timely manner speak to your <b>Line Manager</b> or               <ul style="list-style-type: none"> <li>• OHSW Representative</li> <li>• School Counsellors</li> <li>• AEU Representative</li> <li>• PAC (where appropriate)</li> </ul> </li> <li>3. If the issue is unresolved within a reasonable time arrange a to speak to the Principal</li> <li>4. If after the above steps the concern has not been resolved please arrange a time to resolve the issue with the Associate Regional Director (8366 8860).</li> </ol> |

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