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.

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<tr>
<th>STUDENTS</th>
<th>PARENT(S)/CAREGIVER</th>
<th>STAFF and VOLUNTEERS</th>
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STEPS:

1. Arrange a time to speak to the person concerned about the problem

2. Talk to a person who you feel comfortable with e.g.
   - Home Group
   - Teacher
   - Counsellor
   - Youth Worker
   - Chaplain
   - Year Level Manager
   - Assistant or Deputy Principal
   Or any other member of staff

3. If the issue is unresolved within a reasonable time arrange a to speak to the Principal and/or your parents/caregivers

   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).

   You can also contact the Parent Complaint unit hotline at any stage on 1800 677 535 for information, advice and support

   1. Arrange an appropriate place and time to speak to the person concerned in a timely manner

   2. If the grievance is not resolved with the person concerned in a timely manner speak to your **Line Manager** or
      - OHSW Representative
      - School Counsellors
      - AEU Representative
      - PAC (where appropriate)

   3. If the issue is unresolved within a reasonable time arrange a to speak to the Principal

   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).
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