



## WHAT TO DO IF YOU HAVE A COMPLAINT

### Approach the person involved

In many situations, the most appropriate thing to do first is to tell the person who is the cause of the complaint how you feel. These guidelines apply to concerns of parents/caregivers about

- Children's learning
- School management
- Student health and safety issues

### Contact the school

Where you feel you cannot approach the person directly or you are not happy with their response or reaction, you are advised to contact the school Secretary and make an appointment to see the Principal or Chaplain. Any parent/caregiver has the right to raise a concern and have it responded to promptly, fairly and without fear of repercussions, according to the principles of procedural fairness.

Confidentiality will be respected and maintained by all parties involved.

### Contact the Chairman of the School Board

It may be appropriate to make a complaint to the Chairman of the School Board where a complaint is against a decision of or about the Principal and has previously been raised with the Principal without resolution.

Normally where students and parents make complaints these will automatically be referred back to school. Additionally, if the Chairman of the Board forms the views that your complaint is more appropriately dealt with at school level, then you will be advised of that and the school will be advised as well.

### What happens next?

The designated person will then interview you or organise another appropriate person to interview you. During this interview a number of things will be explained to you, such as what will happen if the complaint is found to be supported by the evidence, or if it is found to be not supported by the evidence. You will also be told where you can go for

assistance if you are not happy with the way the school is dealing with the complaint. The designated person will then take a written record of the complaint.

### Review

If the complaint remains unresolved, it will be reviewed by either the Principal or the Chairman of the Board. They will make a final decision as to the outcome of the complaint.

### Appeals

There are three avenues of appeal if you feel that the complaints procedure has not been followed properly, or that the outcome is unacceptable to you.

#### Appeals at school level

- To the Principal if the Principal has not been involved in investigating or examining the complaints, or is not the person named as the source of the grievance.
- To the Chairman of the Board if the Principal has been involved

#### The appeal will consider:

- The way the complaint was handled under the unbiased rule and examine the outcome
- If he/she believes it was handled properly and that the outcome was appropriate he/she will take no further action.
- If he/she thinks that the complaint was not handled properly, or that the outcome was inappropriate, he/she will organize for the complaint to be looked at again.

#### To an external Agency

If you are not happy with the way your complaint has been dealt with by the School, you may wish to go to an external agency for further advice and assistance.

# COMPLAINT FORM

## DETAILS

Family Name: \_\_\_\_\_ Given Name(s) \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number/s

(Home) \_\_\_\_\_ (Work) \_\_\_\_\_ (Mobile) \_\_\_\_\_

1. Are you a ...(please tick box)

- Student
- Parent or Caregiver (Name of Student) \_\_\_\_\_
- Staff
- Other (Please specify) \_\_\_\_\_

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Have you discussed your matter with a designated staff member?

- Yes       No

If Yes when and who with? \_\_\_\_\_

What was the result? \_\_\_\_\_

Please give details of complaint and outcome you are seeking.

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Date: \_\_\_\_\_ Signature: \_\_\_\_\_

**Please mail this form or hand it in at the school office**

**Privacy Notice:** The information provided on this form will be used by the school to follow up your complaint. The provision of this information is voluntary. It will be stored securely. You may correct any personal information provided at any time by contacting the school office.