

Complaints Handling Procedure

A positive relationship between students, parents and school staff is critical for realising and maintaining the best educational outcomes.

When raising a concern, you can talk to the school:

- in person
- on the phone
- by sending an email

The school will work with you to manage the concern.

They will treat you with respect and keep personal information private.

What happens if you raise a concern?

- The appropriate school contact will be in contact with you within 3 school days.
- They will tell you what is happening with your concern.
- The school will try and find a way to solve the issue in 20 days, otherwise you will be informed if the matter will take longer.

See flowchart on the following page.

CONCERN

CONTACT

CONCERN RESOLUTION

CLASSROOM CONCERN
e.g. parent concern about their child or another child in the class.



01
CLASS
TEACHER

NO



YES

GRADE-RELATED CONCERN
Including any concerns about teaching staff.



02
ASSISTANT
PRINCIPAL

NO



YES

WHOLE-SCHOOL CONCERN
Any concerns about whole/school issues.



03
DEPUTY
PRINCIPAL

04
PRINCIPAL

NO



YES



https://education.nsw.gov.au/content/dam/main-education/about-us/rights-and-accountability/media/documents/complaints-compliments-and-suggestions/Making_a_complaint_-_Easy_Read_Guide.pdf