



Student Complaints Process

You Are Welcome to Come and Talk to Us

If you have a concern or a complaint you are welcome to come and talk to any staff member that you feel comfortable to talk to or put your complaint in writing.

A Concern: is something that is worrying you that can usually be solved quickly by talking to the person involved or the class teacher or another staff member.

A Complaint: is when you think someone or the school has:

- done something wrong;
- failed to do something it/they should have done; or
- acted unfairly or impolitely.

Resolving a complaint can be a little more involved.

Staff members are always willing to listen to you and will help you to solve a problem you may have.

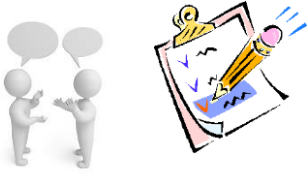
They may recommend you talk to the class teacher or the Principal.

How do I make a complaint?

1. Tell **anyone you trust** about your complaint: a family member, staff member/ the Principal or put your complaint in writing if that's easier (using the form attached if you wish).
2. Once you have made a complaint we will help you make an action plan to be put in place straight away.
3. Your complaint will remain confidential unless there is a concern for your safety or the safety of others.
4. A time/date is chosen for a follow up meeting to see if your complaint has been resolved.
5. If your complaint has been resolved please let us know either verbally or in writing.
6. If you still have a complaint you can talk to us about taking further steps or making a new plan of action. Remember to persevere and **tell someone you trust to help you** who will always listen and provide help and ideas to help resolve your complaint.



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Step 1: Tell someone you trust about your complaint or put your complaint in writing.



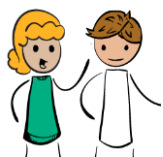
Step 2: The Principal or a staff member will contact you to make a plan.



Step 3: Set a time to meet to follow up on your plan.



Step 4: Complaint solved. Or if not solved, go to Step 5.



Step 5: Meet and make another plan together. Persevere. Don't give up!



Students' Complaint Form

When you make a complaint we will try and help you, be kind to you and tell you how long it will take. If you need help when using this form, you can **let a person you trust or a staff member you trust know.**

Tell us about you

First Name _____ Last Name _____

Tell us about your complaint



Who or what are you unhappy with? Tell us what happened.



When did it happen? _____

What would make you happy?



Tell us what you would like to happen.

We might need to talk to you to help fix your problem. Are you ok with this?

Circle your answer



Yes



No

Thank you.

You can post, email or leave your form at the front office. It will be given to the Principal. The Principal will contact you to help you and sort out the problem with you

Privacy: We will only use your personal information to deal with this complaint.

** This student friendly process is based on the best practice guide, *Are you listening? Guidelines for making complaints systems accessible and responsive to children and young people* from the Commissioner for Children and Young People Western Australia.

The following poster is displayed round the school and referred to as appropriate and as part of the Student Induction Process (See Staff Handbook).



Everyone has the
right to **feel safe**
and **be heard.**

Remember to
SPEAK UP
if you have a concern
or a complaint.

Tell somebody
that you **trust.**