



Raising a Concern with our School

Our goal as a school is to work in close partnership with our families to provide the best outcomes for every child. We understand that sometimes things can go wrong and you may feel that your child is not being supported as well as you expected, or you wish to discuss a particular issue with a member of staff, but you're not sure who to contact. When reporting a concern, please treat staff handling the complaint with courtesy and respect as we endeavor to respond to all concerns within 3 days of notification.

Type of concern	Who to contact
All general concerns	Care Group Teacher
Wellbeing concerns	Wellbeing Leader
Harassment or bullying	Year Level Manager Middle/Senior School Leader
Student behaviour	Year Level Manager
Learner support	Intervention & Support Leader
Teaching and learning (curriculum, assessment)	Subject Teacher Curriculum Leader
Issues with a Teacher	Curriculum Leader
Timetable/subject choice	Year Level Manager
DAYMAP, devices and apps	IT Support
Policies, vision, and priorities	Governing Council

If you are not happy with the outcome of your initial communication, you may choose to contact one of the Senior Leaders or Assistant Principals.

If you are not satisfied that your concern has been addressed satisfactorily you can contact the Principal.

If you are still not satisfied that your complaint has been addressed at the local level, you can seek help from the Customer Feedback Unit

Contact the CFU:

- [online complaint form](#)
- [feedback and complaints about a school or preschool](#)
- Phone 1800 677 435 (toll free).