

Managing Complaints – Site Level

For issues about curriculum or classroom, please meet with the class teacher/specialist teacher in the first instance



If the issue still remains it will be escalated to the relevant line manager



If the above issues are not resolved, please lodge a formal written complaint using the [site complaint record form](#)



The issue will be lodged with the Principal for assessment.
An assessment is conducted and a response is provided in writing to the complainant.

For issues about administration or policy, please raise it with a member of the Front Office Staff



If the above issues are not resolved, please lodge a formal written complaint using the [site complaint record form](#)



The issue will be lodged with either Governing Council or the Principal for assessment

Governing Council – for issues such as school fees/uniform
Principal – for issues such as customer service/systems

An assessment is conducted and a response is provided in writing to the complainant.

All complaints will be recorded and kept on file.

Any unresolved complaints will be escalated to the Customer Feedback Unit.