

Complaint Management Policy

In the first instance, parents/caregivers are requested to contact the teacher regarding their concern or complaint and every effort will be made to resolve matters raised where possible.

If you feel that after a reasonable period of time, you are not satisfied that your concerns have been addressed, you can contact the person's line manager. Line managers are currently as follows:

- **Donella Munro**
Cleo de Gouw, Clare O'Neill, Ruth Walker, Sonya Scottney-Turbill, Cherie Kimber, Lauren Poland, Laura Brown and Cathy Morallee
- **Cleo de Gouw**
Tayla Harrison, Lauren Dawson, Sharni Mills, Julia Parina, Sarah Vitale, Emily Turci, Kate Viney, Jamie Burnside and Roxanne Davey
- **Clare O'Neill**
Lisa Jenkins, Kristen Hunt, Sonia Lo Basso, Harleigh Stanton, Paul Smith, Maddie Westcott, Heather Buck, Ryan Koch, Katie Williams and Andy Turbill
- **Ruth Walker**
Brooke Heading, Kylie Broadley, Bianca Cowell, Cassie Blackler, Angus Ellard, Luke Taylor, Amanda Sporton & Harrison Bell
- **Sonya Scottney-Turbill** – School Support Officers (SSOs)

If your concerns remain unresolved at this point, please contact Donella Munro.

If you are not satisfied that your complaint has been addressed at the local level, you can get help from the Customer Feedback Unit (1800 677 435).