

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 – Year 1, Year 4 and Year 7 classroom and Japanese teachers.
- Tammy Riley – Year 2 and Year 5 classroom and Physical Education teachers.
- Tara Augustin – Reception, Year 3 and Year 6 classroom and Performing Arts teachers.
- 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).