

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

Tegan Miller, Karen-Lee Johansen, Patrice Crowder, Meg Allison and Roxanne Davey.

- Tara Augustin

Ruth Walker, Alison Petrie, Renae Simmons, Sarah Vitale, Cherie Kimber, Kylie Broadley, Bianca Cowell, Jamie Burnside and Tracey Keizer

- Caitlin Barbary

Lauren Dawson, Paul Smith, Harleigh Stanton, Amanda Sporton, Maddie Westcott, Heather Buck, Emily-Rose Turci and Katie Williams

- Clare O'Neill

Brooke Heading, Rhiannon McLaren, Sharni Mills, Alana Jade, Lauren Poland, Nicole Martin, Cassie Blackler, Laura Brown and Casey Rivett-Smith

- 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).

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