

How to Make a Complaint

A complaint may be lodged in the following manner:

1. Via an email (admin@scc.wa.edu.au) or letter;
2. By a Complaints Form (available from Front Office);
3. By a member of staff taking down a complaint on a Complaints Form on behalf of a third party.

Note: Complaints regarding the Principal should be directed to the GCCSA Board Chair (see Complaints Policy)

Principal records complaint in Complaints Register.

Original complaint is filed securely.

PRE-ASSESSMENT BY PRINCIPAL

If complaint relates to Child Protection

Child Protection Policy is activated

Procedure Ends

PRELIMINARY RESPONSE

If complaint is a grievance between staff

Dispute Resolution Policy is activated

Procedure Ends

Within 3 days the complainant is contacted with a preliminary response

(by telephone if possible) advising:

- a) complaint has been recorded and
- b) action steps that will be conducted

Date of contact is recorded in Complaints Register

PRINCIPAL DETERMINES APPROPRIATE ACTION

Assessment Meeting Required

Principal organises meeting/s to assess complaint

Outcome of meeting/s is recorded in Complaints Register

No Assessment Meeting Required

Principal's decision re: complaint is recorded in Complaints Register

Feedback to Complainant within 14 days (by telephone if possible).

Date of contact is recorded in Complaints Register.

Procedure ends