



Child Friendly Complaints Procedure

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1. What is a complaint?

At school you have the right to feel safe and secure and to tell someone how you feel, including if you are unhappy or have a concern about your care.

If you are not happy with something that happened, or is happening, at school. You have a right to complain about it. This means explaining and describing something that happened to you that you didn't like.



2. What should I do before I make a complaint?

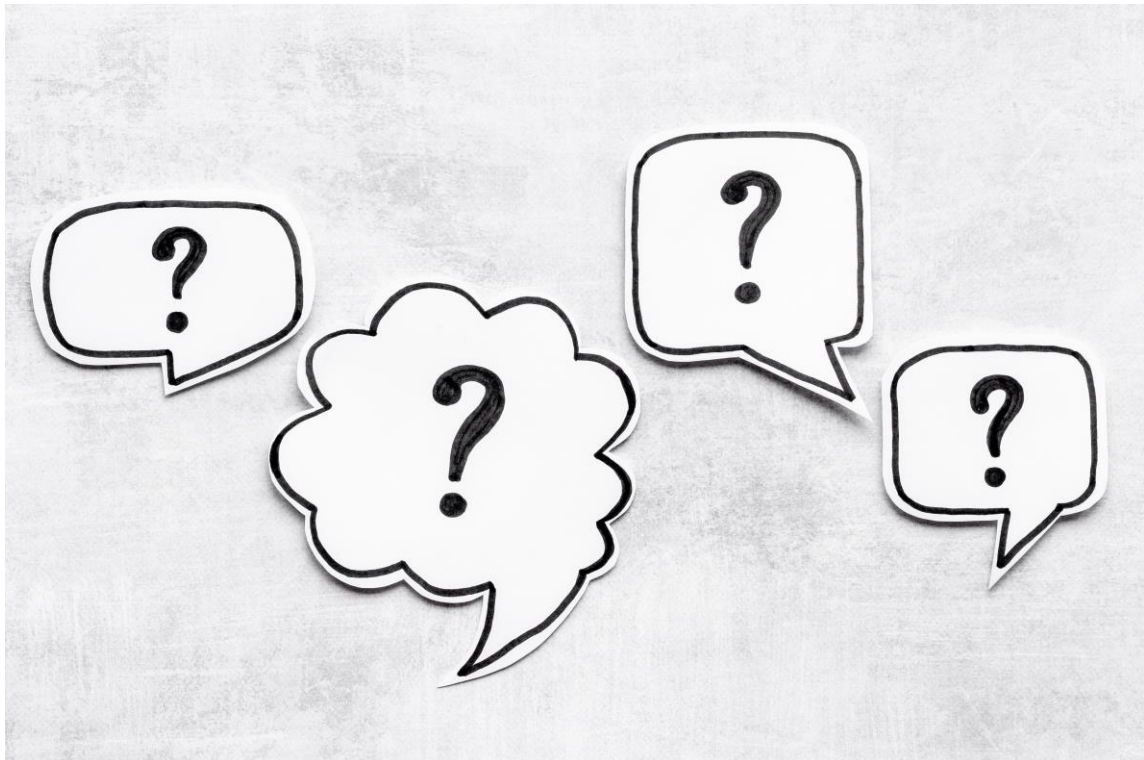
You might talk to someone else about it first – to another student or friend or to a teacher or adult at the school – someone you trust.

Making a complaint can be scary, so you could ask them to come with you when you make the complaint if you like.

3. How can I make a complaint?

There are several different ways that you can make a complaint:

- You can talk to someone (see the next page)
- You can do a report on Stymie (www.stymie.com.au)
- You can go to Student Services and ask Mrs Meek or Mrs Schorer (Junior School) or Mrs Bruce or Mrs Moloney (Senior School)
- You can email help@swan.wa.edu.au
- You can fill in the form at the end of this booklet and put it in the box in the Student Services office



4. Who should I complain to?



If you are in Kindergarten to Year 2,
talk to Mrs Johnson

If you are in Year 3 to 6, talk
to Mrs Sonneman Smith



Or the Deputy Head of Junior
School, Miss Palmer

Or the Chaplain, Mr Dumbleton



If you are in Year 7 to 12, talk to your Dean of Year (listed below) or the Chaplains



Mr Coghlan - Year 7



Mr Anderson - Year 8



Mr Anderson - Year 9



Mr Pitman - Year 10



Mrs Leaver - Year 11



Mrs Poole - Year 12



Mrs Leaver - Dean of
STTC



Miss Jayawardene
Senior School Chaplain



Mr Ellis
Senior School Chaplain

5. Steps in making a complaint

- Step 1 Plan what you want to say**
Write down what you are not happy with;
Or what happened that you didn't like and when it happened
Write how it made / makes you feel
- Step 2 What would you like to happen?**
What would make you happy?
- Step 3 Go and see the person you want to talk to or make a time to talk to them later**
- Step 4 Be calm**
Try not to get upset or cry because they won't clearly hear what you are saying
- Step 5 Ask questions**
Such as: What will happen next?
When will you get back to me?
Will you tell my Mum and Dad?
Can you talk to my Teacher/Mum please?

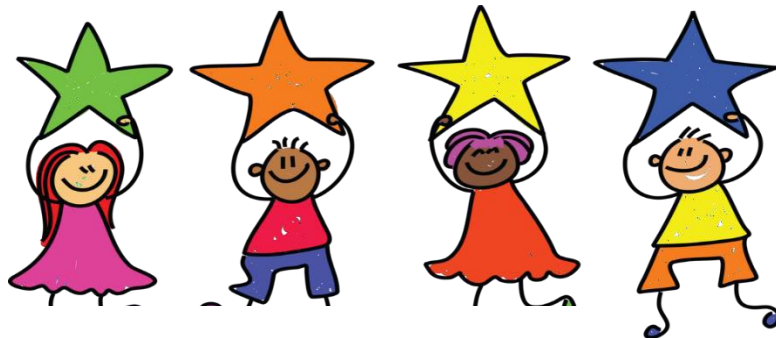


6. Keep notes

Write down information that you remember:

- Who you talked to
- The date and time
- What they promised they'd do
- When they said they'd get back to you
- How you feel about what they said
- Anything else you remember

This will help you to know that they listened to you and are doing what they said they would do.



7. Keep at it

If you are not happy with what happens next (or if nothing happens), you can talk to another person like Mrs Greenhalgh or Mr Eason

We care about what happens to you!

Complaint Form for Students

(if you need help to fill in this form, ask staff in Student Services)

1. Tell us about you

First Name _____ Last Name _____

Class / Mentor Group _____

Teachers Name _____

Mobile Phone _____

Email _____

2. Tell us about your complaint?

Who or what are you unhappy with?

When did it happen? _____

3. What would make you happy? Tell us what you would like to happen

Put this form in an envelope and then in the Feedback box in Student Services.