



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 Schorer (Junior School) or Mrs Fourie (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 – Year 2, talk to Mrs Johnson



If you are in Years 3-4, talk to Mrs Aland



If you are in Years 5-6, talk to Mrs Trew
or the Chaplain, Mr Whitfield



If you are in Middle / Senior school, talk to your Dean of Year (listed below)
or the Chaplain.



Year 7 Mrs Spurgeon



Year 8 Mrs Poole



Year 9 Mr Biddle



Year 10 Mr Plows



Year 11 Mr Pitman



Year 12 Mrs Allsop



Middle School Chaplain



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 Mr Puzey 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.