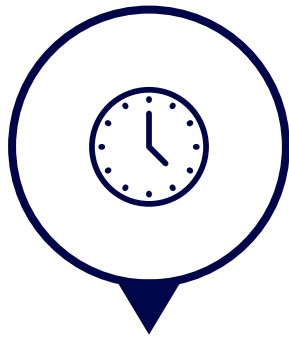


# Child friendly complaint process



## What is a complaint?

A complaint is when you tell us you are unhappy with something the College has done. This could include how a staff member has acted or treated you, or how we dealt with an issue.



## When can you make a complaint?

You can make a complaint any time you want, no matter how small the problem.  
If you think we have been unfair, or you feel unsafe at school, please tell us.



## It is always ok to speak up when:

- You don't feel safe
- Someone has hurt you
- You don't like how you are being treated
- You are upset about a College event or program



## How do you make a complaint?

Making a complaint can sometimes feel hard. You could ask a family member, teacher or other adult you trust for help. Anyone can help you if they are not the person or people the complaint is about.

## When you are ready to make your complaint:

1. Plan or practise what you want to say.
2. Have a trusted adult help you write down the story of your complaint:
  - Who or what it is about
  - When it happened
  - Why it made you upset
  - How the problem made you feel
  - What you think can help to make it better.
3. Complete a **Student Complaint Form** (next page).

## Additional resources available:

Kids Helpline - 1800 55 1800

A free, confidential 24/7 online and phone counselling service for young people aged 5+.

### College staff:

- Class teacher
- Wellbeing coordinator
- Year level coordinator
- Head of School
- Chaplain
- Deputy Principal
- Principal

# Student complaint form

GOOD SHEPHERD  
LUTHERAN COLLEGE  
COMMUNITY • RESPECT • SERVICE



**Has something gone wrong? Please tell us by filling out this form.**  
If you need help to fill out this form, you can ask a teacher or other trusted adult.

First name

Last name

Your class

Email

Please tell us what happened. Who or what are you unhappy with?

When did this happen?

Where did this happen?

Please tell us what you would like to happen now. What would help solve the problem?

Is it ok if we contact you to talk about what happened? Please tick one:

☐

Yes

☐

No

How can we contact you? Please tick one or more.

☐

In person

☐

Email

☐

Call someone you trust: Name:

Phone:

**Once you have completed this form, you can give it to a trusted adult to send it in.**  
**Or you can email the completed form to [admin@goodshepherd.nt.edu.au](mailto:admin@goodshepherd.nt.edu.au)**