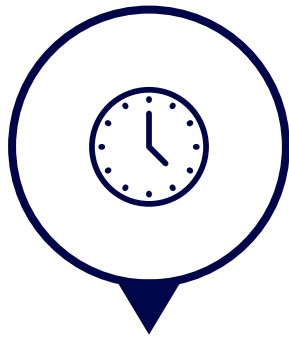


# Child friendly complaint process



## 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