

# 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 a few different ways that you can make a complaint;





- You can talk to someone (see the next page)
- You can submit a form on the Arethusa website (<https://www.arethusa.qld.edu.au/policies> )
- You can go to the Campus office and ask for a child protection officer or the executive principal
- You can email [executiveprincipal@arethusa.qld.edu.au](mailto:executiveprincipal@arethusa.qld.edu.au)
- You can fill in the form at the end of this booklet and hand it in to the office or ask to give it to a child protection officer or the executive principal




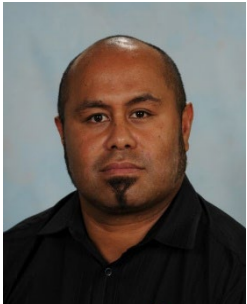
### 4. Who should I complain to?

If you are at **Deception Bay** campus you can talk to:




 <p>Marian Revermann Principal</p>	 <p>Craig Higham Deputy Principal</p>	 <p>Wendy Norman Student Counsellor</p>	 <p>Meaghan Hyam Student Counsellor</p>
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 <p>Karl Harding Chaplain</p>	 <p>Bee Peever-Morgan Chaplain</p>	 <p>Carly Helander Chaplain</p>	 <p>Chelsea Van Der Poel Chaplain</p>
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If you are at **Forest Lake** campus you can talk to:

 <p>Eryn Grady Principal</p>	 <p>David Lemalu Deputy Principal</p>
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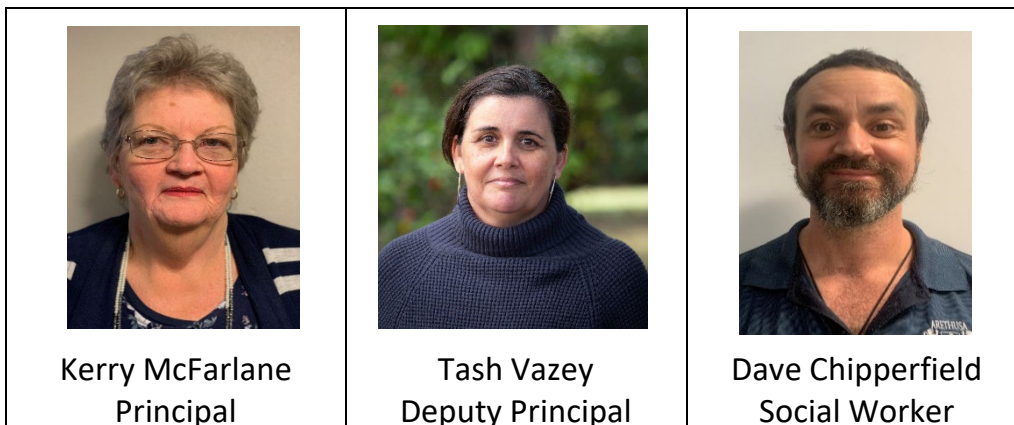
If you are at **Maroochydore** campus you can talk to:

 <p>Marcelle Calitz Principal</p>	 <p>John Humbly Chaplain</p>	 <p>Brooke Leonard Campus Support Officer</p>
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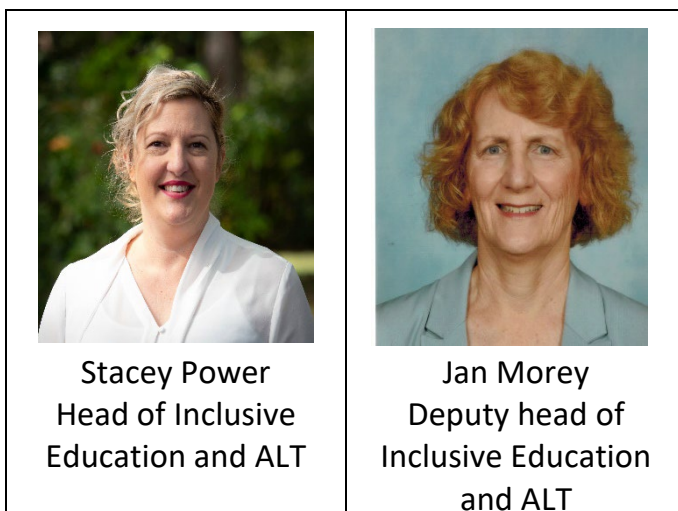
If you are at **Montague Rd** (West End) campus you can talk to:



If you are at **Spring Hill** campus you can talk to:



If you are at **Windsor** campus you can talk to:



If you are at **Springwood** campus you can talk to:



Malgosia Smith  
Principal

For **all campuses** you can talk to:



Lisa Coles  
Executive Principal

## 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 parent or carer?
- Can you talk to my Teacher, Parent or Carer 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 another staff member or Kids help line. 1800 55 1800

**We care about what happens to you!**



# Complaint Form for Students

(if you need help to fill in this form, ask the Campus Support Officer)

## 1. Tell us about you

<b>Name:</b>	
<b>Today's Date:</b>	
<b>Year Level:</b>	
<b>Teacher's Name:</b>	
<b>Mobile Phone Number:</b>	
<b>Email Address:</b>	

## 2. Tell us about your complaint?

Who or what are you unhappy with?

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When did it happen? \_\_\_\_\_

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

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**Put this form in an envelope and then place in the Feedback box with the Campus Support Officer, a Child Protection Officer or the Executive Principal.**