

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
- 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 Office or Executive Principal.

4. Who should I complain to?

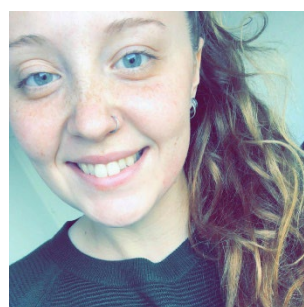
If you are at **Deception Bay** campus you can talk to:



Jo McCracken
Principal



Craig Higham
Deputy Principal



Bee Peever Morgan
Chaplain

If you are at **Forest Lake** campus you can talk to:



Eryn Grady
Principal



David Lemalu
Deputy Principal

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



Marcelle Calitz
Principal



John Humbly
Chaplain



Paul Sampson
Director Culture &
Wellbeing

If you are at **Montague Rd (West End)** campus you can talk to:



Kelly Barnes
Acting Principal






Peter McNamara
Regional Principal





Theo Tsimboukis
Deputy Principal

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

 <p>Debbie Morris Acting Principal</p>	 <p>Dunstan Rowley Deputy Principal</p>	 <p>David Chipperfield Social Worker</p>
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If you are at **Windsor** campus you can talk to:

 <p>Stacey Power Head of Inclusive Education & ALT</p>	 <p>Jan Morey Deputy Head of Inclusive Education & ALT</p>
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If you are at **Springwood** campus you can talk to:

 <p>Mary Mansour Acting Principal</p>	 <p>Sue-Ellen Massey Deputy Principal</p>	 <p>Scott Short Student Counsellor</p>
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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 a staff member or Kids Helpline: 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

Name:	
Today's Date:	
Year Level:	
Teacher's Name:	
Mobile Phone Number:	
Email Address:	

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 place in the Feedback box with the Campus Support Officer.