

## COMPLAINTS PROCEDURE

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### RATIONALE

We are committed to delivering quality expert care and teaching so that students may achieve their full potential. Students, staff and families who work together respectfully have the greatest chance of solving any problems that may arise during your child's years at Tea Tree Gully Primary School. If you have a concern or complaint, we want you to let us know.

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### GUIDELINES

We encourage Parents/Caregivers to approach the class teacher or the relevant staff member as the first point of contact. Make a time to talk to them to discuss your concerns.

If the issue is not resolved, then Parents/Caregivers can choose to follow up with a member of the leadership team. This can be done in writing to a member of the leadership team, who will acknowledge receipt of your complaint with a written response as soon as possible. Alternatively, you may choose to telephone the school to make a time to meet the relevant leadership member to discuss the issue.

Most complaints are resolved quickly, often within 2 business days. The Principal will aim to resolve your complaint within 5 days, although complex and contentious matters may take longer. If this is the case, you will be advised.

If you are not satisfied that your complaint has been resolved at a local level, you may choose to seek support from the department's Customer Feedback Team. They can be contacted by:

- phoning: 1800 677 435
- submitting the online feedback and complaints form. The form can be accessed on the DfE website by searching '[school or preschool complaints](#).'

Steps guiding how complaints should be made are outlined on the webpage.

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