



A QUICK REFERENCE GUIDE TO MAKING A COMPLAINT

Students

Do you have a complaint about the College, or a problem that you need to resolve?

Raise the issue with your Homeroom Teacher, KLA Coordinator or Pastoral Coordinator, or other relevant College staff member. Also, consider discussing the issue with your parent or carer.



Have you been unable to resolve your complaint after raising it with a College staff member?

Contact the Deputy Principal (Complaints Manager) or send an email to **info@stdominics.nsw.edu.au**

Refer to the Complaints Handling Guide on the College website for more information.

Parents and Carers

Do you have a complaint about the College or an aspect of your child's schooling that you need to resolve? Raise the issue with your child's Homeroom Teacher, KLA Coordinator, Pastoral Coordinator, or other relevant College staff member.



Have you been unable to resolve your complaint after raising it with a College staff member?

Contact the Deputy Principal (Complaints Manager) or send an email to **info@stdominics.nsw.edu.au**

Refer to the Complaints Handling Guide on the College website for more information.

Staff

Do you have a complaint about the College, or a problem that you need to resolve?

Raise the issue with your Line Manager.



Have you been unable to resolve your complaint after raising it with your line manager?

Contact the Deputy Principal or the Director of Business Services.

Refer to the Internal Staff Grievance Resolution Policy for more information.

Community Member

Do you have a general complaint about the College?

Please contact the College Complaints Manager (Deputy Principal) or send an email to **info@stdominics.nsw.edu.au**

Refer to the Complaints Handling Guide on the College website for more information.

IF THE COMPLAINT CONCERNS THE ABUSE, NEGLECT OR ILL TREATMENT OF A STUDENT PLEASE NOTE:

Complaints regarding the abuse, neglect or ill-treatment of a student of the College should be directed to the Principal or Deputy Principal. Complaints regarding the serious misconduct of a College staff member, teacher on placement at the College, volunteer or contractor should be directed to the Principal.

Complaints regarding the Deputy Principal, Principal or a College Advisory Committee Member should be directed to Maura Manning, Director of NSW Colleges and CEO, Edmund Rice Education Australia NSW Colleges Ltd at **maura.manning@erea.edu.au**.