

Making a complaint

What to do if you have a complaint:

Speaking up is important. It is okay to speak up if you believe someone is hurting you or treating you unfairly.

School leaders will be fair, keep you safe and protect your private information.

School leaders will listen to what you want to do to try to solve the problem.

1 Let someone know

If you feel comfortable to, speak to the person who you believe is treating you unfairly first. If not, in most cases your Year Level Leader is the best person to speak to about your concerns.

If your complaint is more serious, go to the Director of students, Deputy Principal or Principal to talk about the problem. They will explain *what you can do* and listen to *what you want to do* about the problem.

Be as honest and accurate as you can. It is important that you are truthful and include all the accurate facts.

2 Talk about it

The Deputy Principal or Principal will ask you for the details about your complaint.

They will either write down the details or ask *you* to write down the details about the problem.

Confidential means something that shouldn't be discussed with people outside the problem.

3 Investigation

School leaders will investigate the problem. They may need to talk to the other person to get their side of the story. They may also talk to witnesses. They will tell everyone they speak to that this matter is confidential. However, if school leaders are worried you may be unsafe, they may need to discuss the concerns with organisations outside the school who can help to protect you.

Possible outcomes of a complaint can include:

- An apology
- A mediation
- Official warning
- Counselling
- Consequences may be given to someone involved in the problem
- A behaviour contract
- An understanding the behaviour will not be repeated
- A change in policy or procedure

4 Outcome

Once they finish investigating, school leaders will tell you what they found out about the problem.

They will also talk to you about the outcome to solve the problem. School leaders will look for an outcome that is fair to everyone involved in the problem.

Asking for someone to check that the problem was handled properly is called 'appealing the decision'.

5 If you're not happy

If you don't think that the problem has been dealt with properly. You can ask for it to be checked again.

The people you can ask to check how it was dealt with again are: the Principal or the Melbourne Archdiocese of Catholic Schools Regional General Manager (ph: 8387 3200 or email: nro@macs.vic.edu.au)