



# IMMACULATE HEART COLLEGE

Through Mary to Jesus: "The Way, the Truth and the Life" John 14:6

## Child Friendly Complaints Procedure



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Document #

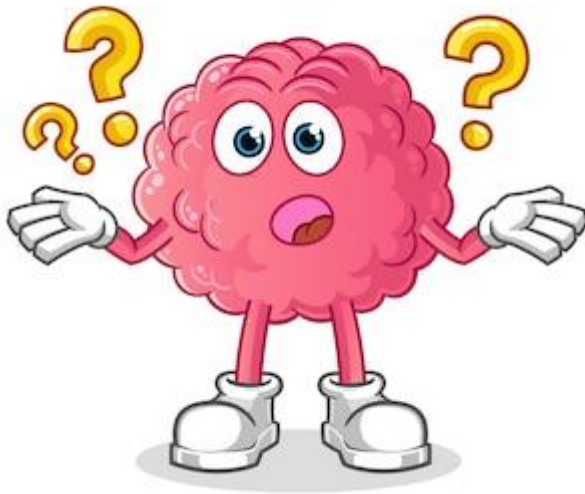
HR10

Version 1.0



## 1. What is a complaint?

At Immaculate Heart College, all students have the right to feel safe and secure. If you are not happy with something that has happened or is happening at school – you have a right to complain about it. This means explaining and describing what happened to you that you didn't like.



## 2. What should I do before I make a complaint?

You might want to talk to somebody first, like another student, or a friend, or even a trusted adult at the school. Making a complaint can seem scary, so you might like to ask them to come with you when you make the complaint, as a special support person.

## 3. How can I make a complaint?

There are several different ways that you can make a complaint.

- You can talk to a trusted adult, before or after class (like a teacher or education assistant)
- You can email a trusted adult
- You can fill out a form from Reception, either anonymously or with your name
- You can talk to, or email a school counsellor, like Mr McDonnell, Miss Wright, or Ms Markham



#### 4. Who should my complaint go to?

If you are in Pre-Kindergarten to Year 2, you can talk to Mrs Cumbo who is our ELC Coordinator



If you are in Year 3 to Year 6, you can talk to Mrs MacLaughlin (Mrs Mac) who is our Primary School Coordinator



If you are in Years 7 to 12, you can talk to Mrs Hughes, Mrs Robinson, Ms Hegarty or Ms Markham



MORE PHOTOS TO COME



## 5. Steps for 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 Mum and Dad?  
                          Can you talk to my Teacher / Mum please?

Step 6 - Take 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.

## 6. Keep at it

If you are not happy with what happens next (or if nothing happens), you can talk to another person.

*We care about what happens to you!*



# Complaint Form for Students

(if you need help to fill in this form, ask staff in the office.)

## Tell us about you

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Class / PCG \_\_\_\_\_

Teachers Name \_\_\_\_\_

Mobile Phone \_\_\_\_\_

Email \_\_\_\_\_

## Tell us about your complaint?

Who or what are you unhappy with?

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

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 in the post box located inside Reception**



## 7. Supporting Information

The College's **HR10 Child Friendly Complaints Procedure** can be found in the Policies and Procedures folder under (the specific folder file path, which is.... Immaculate Heart College\Staff Common Drive - Documents\Administration\Policies Procedures\...).

It is also available to view on the College website at <https://ihc.wa.edu.au/>

## 8. Related Documents

Type	Document	Doc #
Policy	Community Dispute and Complaint Resolution Policy	HR01

## 9. Review

This policy will be reviewed (one what time evaluation basis) for validity.

Rev No.	Date	Prepared by:	Reviewed by:	Reason for amendments or review
0.1 (draft)	December 2023	C Hall T Carpenter	S Da Luz	Policy Introduction for Board endorsement
1.0	January 2024	T Carpenter	S Da Luz	Policy endorsed by Board and adopted by College
1.1	May 2024	T Carpenter	S Da Luz	Edited names of relevant coordinators Updated photos of relevant personnel