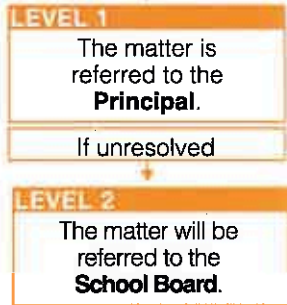
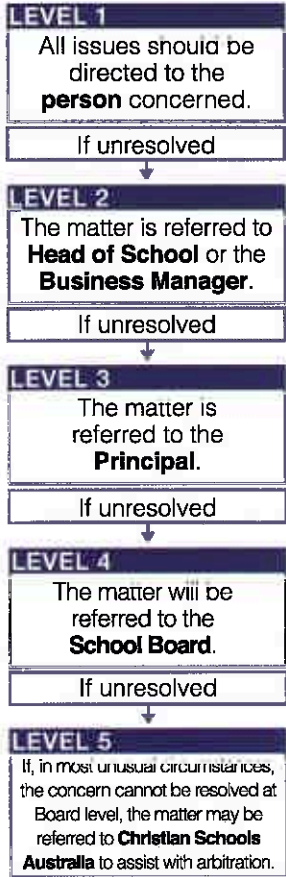


Lines of Approach

In most cases complaints or matters of concern should be raised in the following order:

Member of the School Community

Member of the Wider Community



If the matter concerns the Principal, your concern should be raised directly with the Board, omitting other levels.

Response

If your complaint is involved or complicated, please send it to us in writing, either by email or letter. It is important for us to have a clear statement of the issue as we seek out relevant details.

You will be kept informed about progress. If the matter requires a detailed response, we will let you know when you can expect our reply.



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Brothers and sisters, if someone is caught in a sin, you who live by the Spirit should restore that person gently. But watch yourselves, or you also may be tempted.
Galatians 6:1

22 Vittoria Road, Bunbury WA 6230
Postal Address: PO Box 7, Bunbury WA 6231
Monday to Friday 8:30am to 4:30pm during school term
Phone (08) 9726 4200 Fax: (08) 9726 4210
Email: admin@grace.wa.edu.au
www.grace.wa.edu.au

Who to talk to when you have a concern or suggestion

Talk to Us

Grace Christian School encourages open and frank communication. Your concerns will be received in a positive manner and you can expect to be taken seriously and the matter dealt with sensitively, as we seek to resolve issues as quickly as possible.

We will endeavour to maintain the unity of faith and build genuine relationships within the context of a Christian community.

Guidelines

A submission regarding dissatisfaction or a concern may be made if you think that the school has done something wrong, failed to do something it should have done, or acted unfairly or impolitely. Your concern may be made about the school as a whole, about a specific department in the school, or about an individual member of staff.

Concerns may be raised verbally or submitted in writing. It is recommended serious concerns are addressed to the Principal in writing.



Confidentiality

Where possible, concerns will be handled without naming individuals and confidentiality will be maintained. However, it may be impractical to investigate an issue without identifying specific individuals.

All issues are treated with respect.

Mandatory Reporting

Submissions of concern which fall within the area of child protection will follow the requirements of the school's Child Protection Policy¹ and the Children and Community Services Amendment²

¹ Refer : R/08/1050 Child Protection – Child Abuse and Neglect; R/12/1915 – Child Protection – Mandatory Reporting of Sexual Abuse.

² Children and Community Services Amendment (Reporting of Child Sexual Abuse) Act 2008.