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

LEVEL 1
All issues should be directed to the person concerned.
If unresolved

LEVEL 2
The matter is referred to Head of School or the Business Manager.
If unresolved

LEVEL 3
The matter is referred to the Principal.
If unresolved

LEVEL 4
The matter will be referred to the School Board.
If unresolved

LEVEL 5
If, in more unusual circumstances, the concern cannot be resolved at Board level, the matter may be referred to Christian Schools Australia to assist with arbitration.

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.
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 Amendment.²

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.