

## Frequently Asked Questions

### **1. “I don’t want to complain as such, but there is something bothering me. What should I do?”**

We are all working towards the same purpose or goal – the education and wellbeing of children within this community. If you have a concern, it is better to seek to have it resolved with the people immediately involved in the matter. This might be possible from a meeting, either formal or informal.

### **2. “I am not sure whether to complain or not?”**

If you have a concern, you are entitled to raise it with the College. If in doubt, remember we are here to help. Sometimes it is reassuring just to talk your concerns through with someone. If there is still no resolution you might want to seek a resolution through the Complaints Process.

### **3. Complaints Process**

Where possible, the resolution of grievances should occur at the lowest possible level in the grievance process. Follow the appropriate course of action as explained in the complaints process.

### **4. “What happens about confidentiality?”**

Your complaint or concern will be treated as confidential and with respect. Knowledge of the issue will remain limited to those persons directly involved and/or the Principal. The Chairperson of the College Board may also need to be informed in some matters. It is a College policy that complaints should not rebound adversely on anyone.

We cannot entirely rule out the need to make third parties outside the College aware of a complaint and possibly also the identities of those involved. This would only happen in a case where the person’s safety is at risk or where it became necessary to refer a matter to an outside agency – such as the WA Police. You would be fully informed.

### **5. “What if I am not satisfied with the outcome?”**

We hope that you will feel satisfied with the outcome, or at least that your concerns have been heard and fully considered.

If you are not satisfied, the Principal will offer to refer the matter to the Chairperson of the College Board. Alternatively, you may wish to write directly to the Chairperson. The Chairperson will call for a full report from the Principal and will examine matters thoroughly with the Board before responding. The decision of the Board will be conveyed to you.