Kerry Street COMMUNITY SCHOOL

Have a concern or complaint?

We welcome feedback and are committed to working with you to resolve concerns as early as possible, respectfully and collaboratively.

Contact Kerry Street

You can contact us in person, email or through our website. Tell us what happened and what you're concerned about.
You can make a formal complaint at any stage.

Where should I start?

Choose the area that best matches your concern.

Your child, their learning or classroom	A specialist class or program	Fees, accounts or financial matters	Staffing or whole-school matter	The Principal	Not sure or something else?
Start with your child's **classroom teacher**.	Start with the relevant **specialist staff**.	Start with the **Finance Manager**.	Start with the **leadership team** (Principal or Deputy).	Start with the **Board Chair**.	Start with **Administration**. We'll help you find the right person.

Talk it through

The right person will listen, clarify the concern and work with you to try to resolve it.

Has your concern resolved? → **Concern Resolved**

Not Resolved

Involve school leadership

If your concern remains unresolved, contact the **Deputy Principal** or **Principal** to discuss next steps.

Make a formal complaint

If your concern remains unresolved, is serious, or you would prefer to make a formal complaint, contact the Principal.
Complaints about the Principal are directed to the Board Chair.

Received → **Acknowledged** → **Assessed** → **Investigated** (where required) → **Outcome provided**

We aim to acknowledge formal complaints within 5 school days and provide an outcome within 20 school days, where practicable.

Are you satisfied with the outcome? → **Complaint Resolved**

Not Satisfied

Request a review

If you are not satisfied with the outcome, you can request a review in writing to the Principal within 10 school days.

If still dissatisfied

Further escalation to the Board (where appropriate)

If you remain dissatisfied after your complaint has been reviewed, you may request escalation. The Board considers whether the policy and process were followed appropriately. It does not reinvestigate the original complaint.

Need support?

You can ask for a support person, advocate, interpreter, reasonable adjustments or another way to communicate with us.

Child safety concern?

Please tell us straight away.

If your concern involves child safety, abuse or grooming, contact the Principal, Deputy Principal or another trusted staff member.

Child safety concerns are managed under our *Child Safety and Wellbeing Policy,* including any required reporting to external authorities.

Role of the Director General

Students, parents and community members can contact the Director General of Education if they have concerns about how Kerry Street has handled a complaint. The Director General can consider whether the school has met its registration standards, including complaints handling requirements, but cannot intervene in individual complaints or overturn the school's decisions.