



Beechboro Christian School

Child Friendly Complaints Procedure

Contents

1. What is a complaint?	Pg 2
2. What should I do before I make a complaint?	Pg 2
3. How can I make a complaint?	Pg 2
4. Who should I complain to?	Pg 3
5. Steps in making a complaint	Pg 3
6. Keep notes	Pg 4
7. Keep at it	Pg 4
8. Complaint form for children and young people	Pg 5



1. What is a complaint?

At school you have the right to feel safe and secure and to tell someone how you feel, including if you are unhappy or have a concern about your care.

If you are not happy with something that happened, or is happening, at school, you have a right to complain about it. This means explaining and describing something that happened to you that you didn't like.

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

You might talk to someone else about it first - to another student or friend or to a teacher or adult at the school – someone you trust.

Making a complaint can be scary, so you could ask them to come with you when you make the complaint if you like.

3. How can I make a complaint?

- You can talk to someone (see the next page)
- You can email someone
- You can go to the Office and ask Mrs Campbell, Mrs Mullender or Mrs Dougherty to help you
- You can phone 0487 548 758 or send an email to help@scea.wa.edu.au if you want to be anonymous (don't want anyone to know it is you that is complaining)
- You can fill in the form at the end of this booklet and put it in the box in the Office



4. Who should I complain to?

If you are in Year 1 or 2, talk to



Mrs Munday



Miss Farleigh



Mrs Wade



Mrs Wellbeloved

If you are in years 3 or 4, talk to



Mrs Russell



Mrs Cross



Mr Harris



Miss Pattinson

If you are in 5 or 6, talk to



Mrs Le Count



Miss Byles

Or, you can go and see
Mrs Nicholas, Mrs Midgley
or Mr Bolan.



Mr Bolan



Mrs Midgley



Mrs Nicholas

5. Steps in 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: Keep notes

Write down

- 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.

Step 7: Keep at it

If you're not happy with what happens next (or if nothing happens), you can talk to another person like Mrs Midgley or Mr Bolan.



Complaint Form for Children and Young People

If you need help to fill in this form, see Mrs Nicholas or another member of staff.

1. Tell us about you

First Name: _____ Last Name: _____

Class: _____ Teacher: _____

2. Tell us about your complaint

Who or what are you unhappy with?

When did it happen?

3. What would make you happy?

Tell us what you would like to happen

**Once you have completed this form,
please hand it in at the School Office.**