



ST PATRICK'S COLLEGE

## A Quick Reference Guide to Making a Complaint

### Students

Do you have a complaint about the College, or a problem that you need to resolve?

Raise the issue with your Homeroom teacher, Faculty Leader or Year Coordinator, or other relevant College staff member. Also consider discussing the issue with your parent or carer.



Have you been unable to resolve your complaint after raising it with a College staff member?

Contact the Deputy Principal (Complaints Manager) or send an e-mail to [complaints@spc.nsw.edu.au](mailto:complaints@spc.nsw.edu.au)

Refer to the Complaints Handling Guide on the College website for more information.

### Parents and Carers

Do you have a complaint about the College or an aspect of your child's schooling that you need to resolve?

Raise the issue with your child's Homeroom teacher, Faculty Leader, Year Coordinator, or other relevant College staff member.



Have you been unable to resolve your complaint after raising it with a College staff member?

Contact the Deputy Principal (Complaints Manager) or send an e-mail to [complaints@spc.nsw.edu.au](mailto:complaints@spc.nsw.edu.au)

Refer to the Complaints Handling Guide on the College website for more information.

### Staff

Do you have a complaint about the College, or a problem that you need to resolve?

Raise the issue with your manager.



Have you been unable to resolve your complaint after raising it with your manager?

Contact the Deputy Principal, Principal or the Human Resources Leader.

Refer to the Internal Staff Grievance Resolution Policy for more information

### Community Member

Do you have a general complaint about the College?

Please contact the College Complaints Manager (Deputy Principal) or send an e-mail to [complaints@spc.nsw.edu.au](mailto:complaints@spc.nsw.edu.au)

Refer to the Complaints Handling Guide on the College website for more information.

### IF THE COMPLAINT CONCERNS THE ABUSE, NEGLECT OR ILL TREATMENT OF A STUDENT PLEASE NOTE:

Complaints regarding the abuse, neglect or ill-treatment of a student of the College should be directed to the Principal or Deputy Principal.

Complaints regarding the serious misconduct of a College staff member, teacher on placement at the College, volunteer or contractor should be directed to the Principal.

Complaints regarding the Deputy Principal, Principal or a Board Member should be directed to the EREA Regional Director on 03 94263200 or PO Box 91 Richmond VIC 3121.