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OUR COMMITMENT

We are committed to continual improvement. We want to hear from parents and school families so we can:

- build a safe and supportive learning environment for all our students.
- build respectful relationships with all members of our school community.
- maintain a safe and satisfying working environment for staff.
- as far as possible, achieve an outcome to complaints and concerns, which is acceptable to all parties.
- uphold the name of Jesus; and the reputation of Christian education and Heritage Christian School

LET US KNOW

When you have a concern, please tell us – the sooner, the better.

- Inform the Principal or Deputy Principal immediately if your concern is related to child abuse, or the safety of a child. If the matter relates to conduct of a child protection nature by staff (a ‘reportable allegation’) contact the Principal immediately.

If a child is in immediate danger call the Police 000 or the Helpline 133 627

- Most problems can be solved when you talk first to the staff member directly involved.
- If the concern involves another student of the school, speak with the class teacher or Learning Manager.
- If you wish to inform the school about a matter, but do not need to meet with a staff member, your comment will be passed to the appropriate person as feedback.

HOW TO CONTACT US

- Phone the Front Office on 02 65838277 to make an appointment to speak to the staff member.
- Complete the Complaints Form, online or via the Front Office.
- Send an email to the Front Office: admin@heritage.nsw.edu.au

WHO TO TALK TO

Front Office staff can help to direct you to the most appropriate person to speak to.

- Usually the best person to help is the staff member directly involved with the matter you are raising.
- Primary class teachers or secondary school Learning Managers are the first point of contact.
- Learning Managers look after year groups – Primary (Years K-6), Stage 4 (Years 7-8), Stage 5 (Years 9-10) and Stage 6 (Years 11-12).
- The Deputy Principal oversees student discipline.
- The Business Manager oversees safety issues on the school campus, and financial matters.
- The Principal handles serious allegations such as child protection matters. The Principal also conducts appeals of decisions.
- The Board Chair will review complaints made about the Principal.
- The school Chaplain is available to all members of the school community for pastoral care.

EXPLAIN YOUR CONCERN

It helps to plan what you want to say. A few notes may assist you.

- What is the topic or issue you want to discuss?
- What would be an acceptable outcome for you and your child?

- Always remain calm; and remember you may not have all the facts relating to the issue.
- Find out more: check the relevant school policy – enquire at Front Office.
- Check the school’s complaints policy on the website.
- Please respect the confidentiality of all parties. Only address your concern to the right person.

AT THE MEETING

The staff member will be seeking to understand your concern and how it happened. He or she will take some notes to help them resolve the matter.

- Use your notes so you don’t forget anything.
- Speak clearly and calmly; and focus on the issue, not the personality. Staff understand when matters are distressing, but it is important that both parties are respectful of each other.
- Listen to any explanation or further information.
- State the outcome you are seeking.
- Discuss what the next step will be, and a timeframe for any action to be taken.
- If your concern is resolved, the staff member will note your discussion and arrange whatever action is decided, or appropriate.

SUPPORT PERSON

You are welcome to bring a support person with you; but they may not interrupt the meeting, nor answer questions on your behalf. They are expected to keep confidential all matters discussed at the meeting.

FURTHER CONSIDERATION

If the matter is more complex, or concerns a third party, staff will conduct an investigation based on principles of procedural fairness to address the complaint.

- If your complaint involves another person, they will be told about it so that they can respond.
- Any other people involved in the event will be interviewed.
- Further meetings may be called to resolve the complaint.
- The staff member will let you know what will happen and when you can expect to hear more. He or she will also advise you should a significant delay occur.
- A conclusion will be reached based on consideration of all reasonable evidence provided. The school shall advise you, and any other person involved, of the outcome of the investigation.
- If the school considers that the matter should be investigated, it shall do so even if you don’t want to be involved.

UNRESOLVED COMPLAINTS

It may not always be possible to resolve an issue to your complete satisfaction, but if an initial meeting does not bring resolution, the staff member will refer your concern to the appropriate senior staff member.

- If you are unhappy with the outcome of the process, you may request a meeting with the Deputy Principal; Principal; or the Business Manager.
- If you have concerns regarding the complaints process, or believe the outcome to be unfair, you may ask the Principal to review the matter. The Principal will review the investigation and decide whether these procedures have been followed and reasonably determined.
- The Principal will either make a new decision; or uphold the original decision.
- This procedure does not limit your right to appeal to other agencies e.g. NESA or NSW Office of the Children’s Guardian.
- Vexatious, trivial or previously finalised issues shall not be pursued.

The school reviews all feedback, including complaints to monitor our processes and performance.

Thank you that you care enough to partner with us in our vision and mission!