

## Student Complaints Procedure

Every student has the right to speak up about how they feel about something that is affecting them. Everyone has the right to tell someone if they feel worried, afraid or if they do not feel safe. The College will take what you have to say seriously and will try their best to help.

You can speak to the Principal, or any staff member with who you feel safe and comfortable, about anything that may make you feel unsafe, unhappy, or worried.

You can raise your concern or complaint in a few ways:

- By talking to any staff member such as a Teacher, your Form Teacher, Head of Year, Counsellor and / or School Psychologist.
- By filling out the electronic Student Complaint Form on the College website.
- By writing it down if you find it easier.
- By emailing it to a staff member.
- Through your parents / guardians.
- Through someone else talking on your behalf.

The College will help and support you throughout the process to address any issues raised.

If you ask your parents or someone else to raise your concern or complaint, you can get involved any time and to the extent you desire. You can choose anyone you feel comfortable with to support you.

We will ask you how you would like to be kept up to date on the progress of your concern or complaint.

Although we will deal with your concern or complaint in a confidential way, sometimes we need to tell others about what you have raised. When that happens, we will let you know and tell you how we will protect your privacy.

As soon as we have completed what we needed to do, we will discuss the result with you. Please tell us if you are still not happy. The Principal or most appropriate staff member will then arrange a meeting with you to see if we can solve your problem.

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