

COMPLAINTS PROCEDURE FOR PARENTS & GUARDIANS

■ SPEAK UP – WE'RE HERE TO SUPPORT YOU

If something feels wrong, unfair, or unsafe for your child or family, you have the right to raise it.

■ 1. SHARE YOUR CONCERN

You can make a complaint by:

- Talking to a teacher or staff member
- Asking at the office
- Emailing or calling
- Filling in the complaints form

Choose the option that feels most comfortable for you.

If your concern is about the principal, please contact the Board Chair.

If you're unsure who to speak to, contact Admin.

■ 2. WE RECEIVE YOUR COMPLAINT

We will:

- Acknowledge it within 2 business days
- Explain what will happen next and get back to you within five (5) business days with expected timeframes for responding

■ 3. WE RECORD IT & SUPPORT YOU

We will:

- Add your complaint to our register
- Help you understand the process
- Offer support if needed (e.g., help completing forms)
- Ensure your child feels safe and supported throughout

■ 4. CAN IT BE RESOLVED QUICKLY?

YES → Informal Process

- We talk it through with you
- We work together to find a solution

NO → Formal Process

- A trained staff member or leader investigates
- They may speak with you, staff, or others involved
- They decide what actions are needed
- You receive updates along the way

■ 5. OUTCOME

We will:

- Update our records
- Provide written notification of the outcome and any actions taken (where appropriate)

■ 6. NOT SATISFIED WITH THE OUTCOME?

You can request a review by:

- The Principal (if they were not involved earlier)
- The Board Chair (if the Principal handled the complaint or if the complaint is about the Principal)

People at Aviva College that you can raise a complaint with:

- Your child's teacher or another staff member
- Lead Teacher or Team Leader
- Head of School: Kate.Gold@avivacollege.qld.edu.au or Peter.Hunter@avivacollege.qld.edu.au
- Principal: (07) 5301 8008 or email Matt.V@avivacollege.qld.edu.au
- Board Chair: Chairman@avivacollege.qld.edu.au

If you need their contact information you can ask the Admin office on (07) 5301 8008, or email Admin@avivacollege.qld.edu.au.