

OFFICIAL

Complaints and Notifications Form

Issues may arise throughout a child's schooling and these are more productively resolved if you raise them with the school directly, and as early as possible. If you are not sure who to speak to, you can start with your child's teacher. For some matters, it may be appropriate to talk directly to the school principal or deputy. Contact the school to arrange a time to speak to someone. We aim to resolve all matters with a prompt, visible and fair process, where all parties are heard.

If an issue cannot be resolved by the school, you can contact the South Metropolitan Education Region Office. For more information on how we manage complaints, refer to Complaints and concerns guide located on the Department of Education website ([Department of Education WA - Department of Education](#))

If you need assistance making a complaint or filling out this form, contact the complaints hotline at 1800 655 985.

To make a complaint:

- contact the school
- contact South Metropolitan Education Regional Office
- email or mail this form to the school or education regional office
- visit the Department of Education website to complete the online version of this form.

Contact information can be found on the Department of Education website. [Complaints & Concerns - Department of Education](#)

All complaints will be dealt with confidentially.

You can make a complaint anonymously, but we will not be able to contact you to receive further information to clarify issues or take action to resolve your complaint. Additionally, we will not be able to provide you with an outcome to your complaint.

Please hand in or post this form into the school or South Metropolitan Education Regional Office.

1. Are you making a complaint on behalf of someone else? *

- ☐ Yes
☐ No (skip questions 14 – 17)

2. Are you under the age of 18? *

- ☐ Yes
☐ No

3. Do you wish to remain anonymous? *

You can make a complaint anonymously, but we will not be able to contact you to receive further information to clarify issues or take action to resolve your complaint. Additionally, we will not be able to provide you with an outcome to your complaint.

- ☐ Yes ☐ No

Your details

4. First name(s) *

5. Family Name *

6. Phone *

7. Email address *

8. Postal Address

Street Address

Postcode

State

9. What is your preferred method of contact? *

- ☐ Phone ☐ Email ☐ Mail ☐ Face to face
☐ Other, please specify

10. Are you of Aboriginal or Torres Strait Islander origin? *

- ☐ Yes
☐ No
☐ I do not wish to identify

11. Do you or the person you are making this complaint on behalf of require assistance with the complaints process? *

- ☐ Yes (complete question 12)
☐ No (skip question 12)

12. Select all relevant to you

- ☐ I require an interpreter (complete question 13)
☐ I have a disability or additional needs (complete question 13)
☐ Other (please specify below and complete question 13)

13. Specify the assistance you require

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If you're making a complaint on behalf of someone, provide their details here

14. First name(s) *

15. Family Name *

16. What is your relationship to the person you are making the complaint on behalf of? *

☐

Parent/Carer

☐

Family Member

☐

Elder

☐

Student

☐

Community Member

☐

Other, please specify

17. Are they of Aboriginal or Torres Strait Islander origin? *

☐

Yes

☐

They do not wish to identify

☐

No

☐

I'm not sure

Details of your complaint

18. What school, residential college, Department area or other division does your complaint relate to? *

19. Does your complaint involve a staff member/s? *

☐

Yes

☐

No

20. If possible, please provide the name/s of the staff involved.

21. What is your complaint about? *

☐

General complaint

☐

Conduct or behaviour of a staff member

22. Is this a reoccurring incident?

☐

Yes

☐

No

23. When did the first incident occur?

DD/MM/YYYY

24. Who was involved?

25. Who witnessed the incident/s?

26. What happened? Briefly outline the details of the incident/s. *

27. If you have any additional or supporting materials, please attach them to this form with a brief description.

Preferred resolution

28. What would your preferred resolution be? *

☐

Provided with an explanation

☐

Action taken to fix the matter or improve the situation

☐

Provide feedback to the individual or school

☐

Acknowledge that the solution could have been handled better

☐

To engage in a restorative process

☐

Given an apology

☐

Other, please specify

Thank you for completing the form.

Please hand or post this form into the School or South Metropolitan Education Regional Office and someone will be in contact with you shortly.