

In addition to the expertise and experience of our teachers and school management and leaders, we have a range of services available to support students and families. Our school's guidance counsellor is available to discuss issues concerning your child as is the Learning Support Team Coordinator. Please contact the school for an appointment.

If you feel that we cannot resolve any concerns you may have after talking to your child's teacher, a member of the school executive and ultimately the principal you can contact the School Education Director responsible for this school. The School Education Director is located in the Gosford office of the Department of Education and Communities, Level 3, 40 Mann Street, Gosford, 2250 or on telephone number 4348 9100.

Complaints

Your suggestions and complaints are valued as they enable staff to address your concerns and improve the quality of service. We will strive to remedy problems promptly and deal with each matter fairly. In most cases an appeal process is available if you are unhappy with the outcome.

How you can make a suggestion or complaint

You can make a suggestion or complaint orally or in writing. If made orally it may need to be put in writing later. We can assist you to do that. You can use the form that is available. Its use is optional. Request assistance if you need help. It is preferable that you give your name and sign your complaint. Anonymous complaints can be acted on only in certain circumstances. Complaints can be made to the Principal.

How your suggestion or complaint will be handled

When a suggestion or complaint is received it will be assessed in terms of its nature and seriousness. We will acknowledge it and we can give you an indication of the likely timeframe for dealing with it. If it is about a policy or process rather than about a person, then the remedy and systems improvement procedure will apply. If it is about a person, but not about an alleged serious breach of policy or procedure, then the negotiation procedure will apply. If it is about a person, and it is about an alleged serious breach of policy or procedure, then the investigation procedure will apply.

For more information you can:

Visit the DEC web site at <http://www.dec.nsw.gov.au/about-us/how-we-operate/how-we-handle-complaints>