MAKING A COMPLAINT:
INFORMATION FOR STUDENTS

At MacKillop Catholic College, we believe that it is important that everyone feels happy and safe at school so that the best learning can take place. We believe that everyone, staff and students, need to work closely together to provide the best educational opportunities for you. If you have a problem, a concern or a complaint, we encourage you to speak to someone about it and we have provided some steps that you might work through to help you do this.

What to do if you have a problem:

• Try to identify the problem that is upsetting you. If there is more than one problem, list them so that you are clear about what you feel or need.

• If you feel you can, talk to the person you are having the problem with and if their behaviour is upsetting you, tell them to stop.

• Often parents can help when young people are unsure of what to do. It is a good idea to ask for support and advice when problems arise rather than keep it all to yourself.

• If your talk with the person you are having the problem with does not solve your problem, talk to a teacher about your concerns and ask them to help you deal with it. Your teacher will often be able to give you good ideas on how to cope with it and will help you. You should explain:
  o Who was involved
  o What happened
  o What you did
  o What you believe was unfair or unjust

• Try to stay calm when discussing your problem or concern. Even if you don’t feel it, being calm will help you get your concerns across more clearly than if you are upset or angry. It may help to take someone with you.

• Work with the teacher to decide what should be done to help you.

• If you still do not feel that the matter has been solved, make an appointment to talk to the person at our College who deals with student problems. This may be the Year Level Co-ordinator or Deputy Principal. The teacher will tell you who this is if you don’t already know.

• If you still do not feel that the matter has been solved, make a time to talk to the Principal about your concern.

Remember:

• Sometimes the person helping you will need to speak to someone else so that the problem can be solved. You need to let that person know that you are OK about that.

• You can bring a friend, parent or a teacher to support you when you need to talk about the problem.

• No one will be allowed to pick on you or hurt you because you made a complaint.

• If you want to, you can write out your complaint in a letter instead of talking about it, but the person helping you will need to speak to you later.
A STUDENT'S GUIDE TO MAKING A COMPLAINT

Can you cope with this yourself?

Discuss your complaint with the person involved

Action worked

Action did not work

Talk it over with your parent

Could a Teacher help?

Talk over your complaint with a teacher and ask for help

Action worked

Action did not work

Talk it over with your parent

Could the Assistant Principal help?

Talk it over again and ask for help

Action worked

Action did not work

Talk it over with your parent

Could the Principal help?

Make an appointment to discuss your complaint with the Principal

Action worked

If matters still remain unresolved you have the right to seek arbitration through the courts, ombudsman, legal representation and other government commissions such as the Human Rights Commission etc. These might entail some financial cost to you.

Mediation is an option at any stage if the complainant and the person to whom the complaint is directed so agree.