



CAPS KURRAWANG

Extending God's Grace

CHILD FRIENDLY COMPLAINTS PROCEDURE

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1. What is a complaint	3
2. What should I do before I make a complaint?	3
3. How can I make a complaint?	4
4. Who should I complain to?	4
5. Steps in making a complaint.....	5
6. Keep notes	6
7. Keep at it	6
8. Complaint Form for Children and Young People	7

1. What is a complaint

At school you have a right to feel safe and secure and to tell someone how you feel, including if you are unhappy or have a concern about your care.

If you are not happy with something that happened, or is happening at school, you have a right to complain about it. This means explaining and describing something that happened to you that you didn't like



2. What should I do before I make a complaint?

You might talk to someone else about it first - to another student or friend or friend or to a teacher or adult at the school - someone you trust.

Making a complaint can be scary, so you could ask them to come with you when you make the complaint if you like.

3. How can I make a complaint?

- You can talk to someone (see below) or
- You can go to the office and ask Aunty Rose to help you
- You can fill in the form at the end of this booklet and put it in box in the office



4. Who should I complain to?

If you are in Tji-tji Pirni 2, talk to Miss Spurling

If you are in Tji-tji Pirni 3, talk to Miss Meredith

If you are in Tji-tji Pirni 4, talk to Miss Klein

5. Steps in making a complaint

Step 1. Plan what you want to say

- a. Write down what you are not happy about with
- b. Or what happened that you didn't like and when it happened
- c. Write how it made/makes you feel



Step 2. What would you like to happen?

What would make you happy

Step 3. Go and see the person you want to talk to or make a time to talk to them later

Step 4. Be calm

Try not to get upset or cry because they won't clearly hear what you are saying

Step 5. Ask Questions

- Such as:
- What will happen next?
 - When will you get back to me?
 - Will you tell my Mum, Dad or Nana?
 - Can you talk to my teacher/Mum please?



6. Keep notes

Write down

- Who you talked to
- The date and time
- What they promised they'd do
- When they said they'd get back to you
- How you feel about what they said
- Anything else you remember



7. Keep at it

If you're not happy with what happens next (or if nothing happens), you can talk to another person like Aunty Rose or Mrs Phillips.



We care about what happens to you!

8. Complaint Form for Children and Young People

Complaint Form for Children and Young People

(If you need help to fill in this form, see



1. Tell us about you

First Name _____ Last Name _____

Class _____

Teacher _____

Mobile phone _____

Email _____

2. Tell us about your complaint

Who or what are you unhappy with? _____

When did it happen? _____



3. What would make you happy?

Tell us what you would like to happen _____

Put this form in the box marked "Student Complaints" inside the office