



Who to talk to  
when you have a  
complaint or  
concern



Grace Christian School



## Talk To Us

Grace Christian School encourages open and honest communication from students, parents and staff, conducted in a positive and respectful manner.

When approaching the school with a concern or suggestion, you can be assured the matter will be taken seriously and dealt with sensitively, as we seek to resolve issues as quickly and effectively as possible.

## Guidelines

A complaint may be made if you have concerns about an aspect of the school as a whole, if you believe the school has failed in its duty of care, or has acted unfairly or inappropriately.

Concerns can also be raised about a specific issue or activity, a department in the school or an individual staff member or student.

## Confidentiality

When addressing concerns, confidentiality will be respected and maintained where possible.

However, where it may be impractical to investigate a complaint without identifying specific individuals, the issue will be treated with sensitivity.

## Mandatory Reporting

Complaints or concerns about matters which fall within the area of child protection will follow the process as directed by the school's policy guidelines.

## Response

We believe most concerns can be addressed and resolved through respectful discussion with the person concerned or an appropriate staff member.

If, however, your complaint is detailed or complicated, we request you communicate your concerns in writing, either by letter or email. It is important for us to have a clear understanding of the issue, in order to most effectively work toward a resolution.

If this is the case, your complaint will be acknowledged, and you will be informed of the outcome. Where appropriate, you will be contacted for discussion, and kept informed of the progress.

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## Department of Education Role of the Director General

The Director General of the Department of Education is responsible for ensuring that the school observes the registration standards, including the standard about its complaints handling system.

Any student, parent or community member is entitled to contact the Director General with concerns about how the school has dealt with a complaint.

Information is available on the Department of Education website. While the Director General may consider whether the school has breached the registration standards, they do not have power to intervene in a complaint or override the school's decision.

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## Lines of Approach

In most cases complaints or matters of concern should be raised in the following order:

### Member of the School Community

**LEVEL 1**  
All issues should be directed to the person concerned or a trusted staff member.  
IF UNRESOLVED



**LEVEL 2**  
The matter is referred to the Business Manager or Head of School.  
IF UNRESOLVED



**LEVEL 3**  
The matter is referred to the Principal.  
IF UNRESOLVED



**LEVEL 4**  
The matter will be referred to the School Board.  
IF UNRESOLVED



**LEVEL 5**  
If the matter cannot be resolved at Board level, the matter may be referred to CSA, AISWA or Acts Global Churches to assist with mediation/arbitration.

### Member of the Wider Community

**LEVEL 1**  
The matter is referred to the Principal.  
IF UNRESOLVED



**LEVEL 2**  
The matter is referred to the School Board.

**Note:** Any student, parent or community member is entitled to contact the Director General with concerns about how the school has dealt with a complaint.  
See previous page for clarification.

If the matter concerns the Principal, your concern should be raised directly with the Principal.  
IF UNRESOLVED



The matter should be raised with the School Board.  
  
School Board Email:  
[Board.Chair@grace.wa.edu.au](mailto:Board.Chair@grace.wa.edu.au)

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Grace Christian School is committed to safeguarding and promoting the safety, welfare and wellbeing of our students and expects all staff, parents/ volunteers and visitors to share this commitment.

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## Contact

**Telephone**  
08 9726 4200

**Email**  
[admin@grace.wa.edu.au](mailto:admin@grace.wa.edu.au)

**Website**  
[www.grace.wa.edu.au](http://www.grace.wa.edu.au)

**Address**  
22 Vittoria Road BUNBURY WA 6230  
P O Box 7 BUNBURY WA 6231



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