



Tips for making a complaint

Grace Christian School is committed to providing a child-safe environment which safeguards all students and is committed to promoting practices which provide for the safety, wellbeing and welfare of our children and young people.



1 Get Support



Get support from someone you trust

- friend
- parent
- carer

2 Think about what you need to say

You may wish to write down what you are not happy about and what you think needs to be done.

3 Talk to someone at school you are comfortable with

It could be a Prefect, Student Councillor, Teacher, Chaplain, Head of School or the Principal.

Politely explain your concern or complaint. Show and expect respect .

You can let us know about your complaint or concern:

- face to face
- by writing a letter or email
- through SEQTA Learn



4

Keep notes

You might wish to write down who you spoke to, the date and what will happen next.

5

Be persistent

Don't be afraid to complain further if you still don't feel safe or believe the matter has not been resolved fairly.

