



A Quick Reference Guide to Making a Complaint

Students

Do you have a complaint about the School, or a problem that you need to resolve?

Raise the issue with your Homeroom Teacher, KLA Coordinator or Year Coordinator, or other relevant School staff member. Also consider discussing the issue with your parent or carer.



Have you been unable to resolve your complaint after raising it with a School staff member?

Contact the Deputy Principal (Complaints Manager) or send an email to office@cbhslewisham.nsw.edu.au
Refer to the Complaints Handling Guide on the School website for more information.

Parents and Carers

Do you have a complaint about the School or an aspect of your child's schooling that you need to resolve?

Raise the issue with your child's Homeroom Teacher, KLA Coordinator, Year Coordinator, or other relevant School staff member.



Have you been unable to resolve your complaint after raising it with a School staff member?

Contact the Deputy Principal (Complaints Manager) or send an email to office@cbhslewisham.nsw.edu.au
Refer to the Complaints Handling Guide on the School website for more information.

Staff

Do you have a complaint about the School, or a problem that you need to resolve?

Raise the issue with your manager.



Have you been unable to resolve your complaint after raising it with your manager?

Contact the Deputy Principal, Principal or the Human Resources Manager.
Refer to the Internal Staff Grievance Resolution Policy for more information

Community Member

Do you have a general complaint about the School?

Please contact the School Complaints Manager (Deputy Principal) or send an e-mail to office@cbhslewisham.nsw.edu.au
Refer to the Complaints Handling Guide on the School website for more information.

IF THE COMPLAINT CONCERNS THE ABUSE, NEGLECT OR ILL TREATMENT OF A STUDENT PLEASE NOTE:

Complaints regarding the abuse, neglect or ill-treatment of a student of the School should be directed to the Principal or Deputy Principal. Complaints regarding the serious misconduct of a College staff member, teacher on placement at the School, volunteer or contractor should be directed to the Principal or Human Resources Manager. Complaints regarding the Deputy Principal, Principal or a Board Member should be directed to the EREA Regional Director on 03 94263200 or PO Box 91