



# COMPLAINT MANAGEMENT

Date policy created: August 2020

Policy version: 1.0 Review date: August 2022

Policy contributors: H Downes

## Rationale

Modbury High School aims to uphold the highest standards for our staff and students. We value the support of our parents, caregivers and wider community and their feedback on how we operate and can improve our practices as part of our continuous improvement processes.

In the event parents, caregivers or the community have a complaint about any aspect of the services provided by us we follow the Department for Education's Complaint Management Policy. The policy can be found here: [Complaint management policy \(education.sa.gov.au\)](https://www.education.sa.gov.au/complaint-management-policy)

## Procedure

To support parents, caregivers and the community to address points of concern at site, we need to connect them to the best situated person to resolve their issue. To do this, we have staff who we will refer complaints or issues to, based on the nature of the concern and whether there have been previous attempts to resolve the issue.

Issues within a classroom or home group setting should first be addressed with the teacher of that class, then if a resolution cannot be found, contact the Learning Area Coordinator (LAC) for the subject or Year Level Leader (YLL) for home group issues. The LAC or YLL will then escalate issues to an appropriate Senior Leader where appropriate.

### Learning Area Coordinators and Year Level Managers:

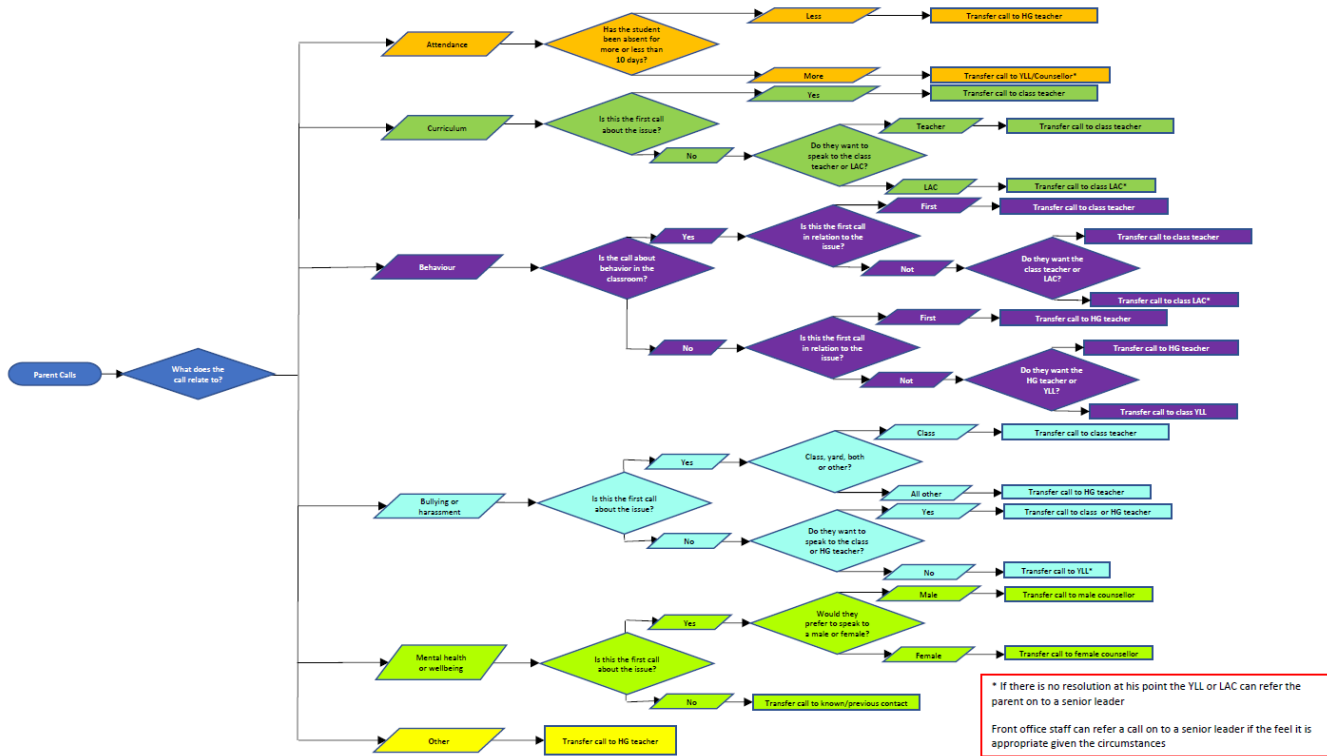
Name	Role
Ben Fuller	LAC The Arts
Angela Stamati	LAC Cross Disciplinary Studies
Kristina Palmer	LAC English
Tom Bartlett	LAC Health & PE
Cass Mewett	LAC Humanities
Amanda Kampes	LAC Languages
Glen McKie	LAC Maths
James Dundon	LAC Science
Wayne Ferguson	LAC Technology
Jovan Vujinovic	Counselling Coordinator
Swati Phatak	Student Support Coordinator

Name	Role
Vanessa Tricker	YLL Years 7 and 8
Lauren Freeth	YLL Year 9 and 10
Madeline O'Brien-Dent	YLL Year 11 and 12

### Senior Leaders:

Name	Role
Joanne Costa	Principal
David Kshammer	Deputy Principal (Years 9 and 10 Admin Support)
Kalliope Paraskevas	Deputy Principal (EALD enrolments)
Louise Woolford	Assistant Principal (Years 11 and 12 Admin Support)
Hannah Downes	Assistant Principal (Year 7 and 8 Admin Support)
Michelle Stasiak	Business Manager

The details of the referral process are detailed in the flow chart below:



YLL = Year Level Leader

LAC = Learning Area Coordinator

HG = Home Group

\* If there is no resolution at this point the YLL or LAC can refer the parent on to a senior leader  
Front office staff can refer a call on to a senior leader if the feel it is appropriate given the circumstances

### Policy review

The school council and staff will regularly monitor and review the effectiveness of the policy (at least every three years) and revise the policy when required.