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RATIONALE AND OBJECTIVE

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: <https://www.education.sa.gov.au/department/policies/departamental-policies/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 the Learning Area Coordinator (LAC) for the subject or Year level Manager (YLM) for home group issues. The LAC or YLM will then escalate issues to an appropriate Senior Leader where appropriate.

Learning Area Coordinators and Year Level Managers:

Name	Role	Name	Role
Ben Fuller	LAC The Arts	Wayne Ferguson	LAC Technology
Angela Stamati	LAC Cross Dip.	Jovan Vujinovic	Counselling Coordinator
Simone Nash	LAC English and Humanities	Vanessa Tricker	YLM Year 8
Brendan Schiller	LAC HPE	Tom Bartlett	YLM Year 9
Amanda Kampes	LAC Languages	Marg Vivian	YLM Year 10
Glen McKie	LAC Maths	Livy Benias	YLM Year 11
James Dundon	LAC Science	Glen McKie	YLM Year 12

Senior Leaders:

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



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



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

YLM = Year Level Manager

LAC = Learning Area Coordinator