

# COMPLAINT MANAGEMENT PROCEDURE

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Policy version: 1.1 Policy Updated: December 2022 endorsed by Governing Council March 2023

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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: <https://www.education.sa.gov.au/sites/default/files/policies/pdf/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 Leader (LAL) for the subject or Year Level Leader (YLL) for home group issues. The LAL or YLL will then escalate issues to an appropriate Senior Leader where appropriate.

### Learning Area Leaders and Year Level Leaders:

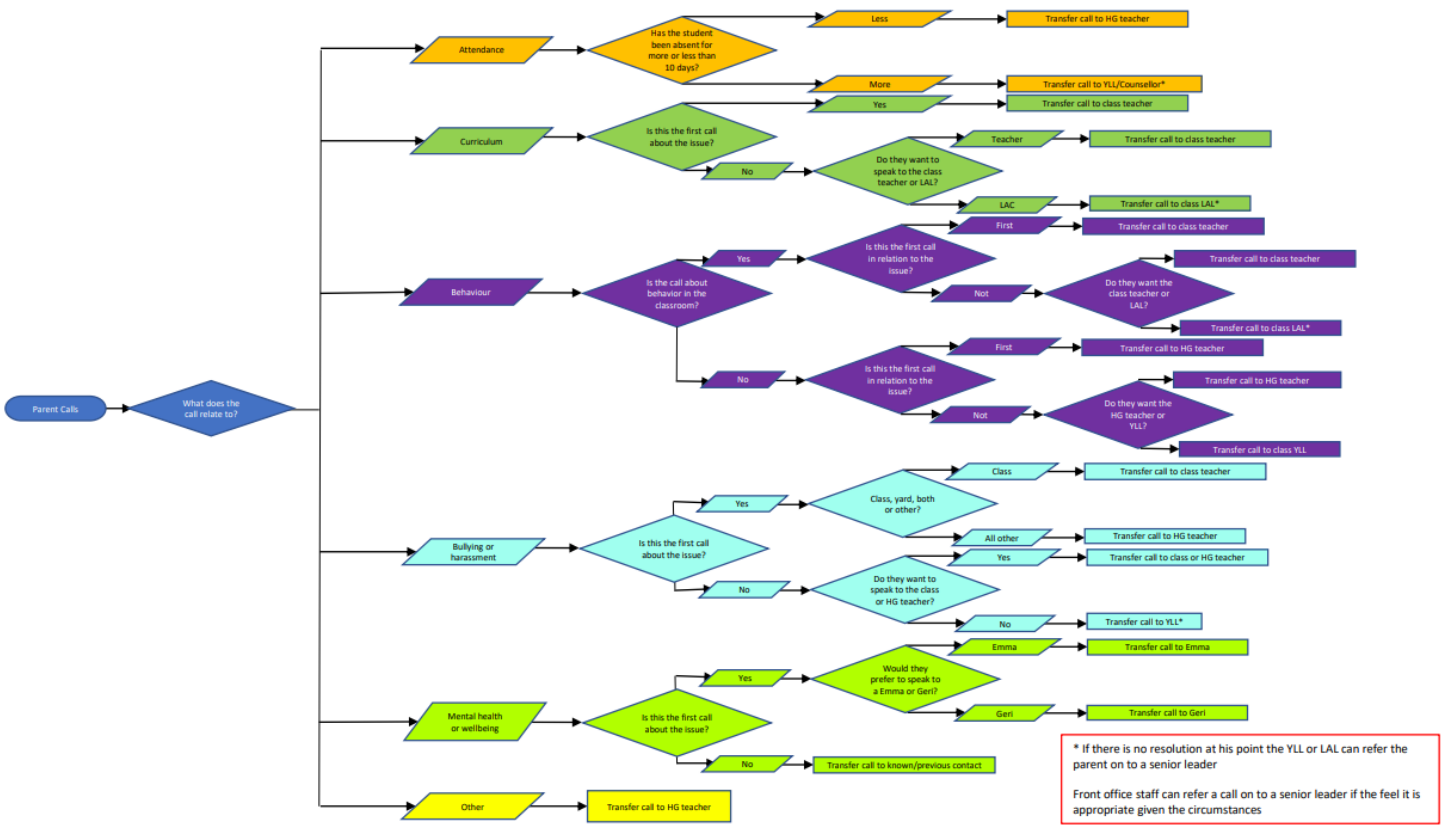
Name	Role
Jess Moeller	LAL The Arts
Angela Stamati	LAL Cross Disciplinary Studies
Kristina Palmer	LAL English
Thomas Bartlett	LAL Health & PE
Caitlin Thomas	LAL Humanities
Amanda Kampes	LAL Languages
Glen McKie	LAL Maths
James Dundon	LAL Science
Wayne Ferguson	LAL Technology
Treesa Parrish	Counselling Coordinator
Swati Phatak	Student Support Coordinator

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

### Senior Leaders:

Name	Role
Joanne Costa	Principal
Shelly Brown	Deputy Principal (Year 9 and 10 Admin Support)
Kalliope Paraskevas	Deputy Principal (EALD enrolments)
Louise Woolford	Assistant Principal (Year 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:



\* If there is no resolution at this point the YLL or LAL 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

YLL = Year Level Leader

LAL = Learning Area Leader

HG = Home Group