

COMPLAINT MANAGEMENT PROCEDURE

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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/policies/shared/complaint-management-policy.pdf>.

Procedure

To support parents, caregivers and the community to address points of concern at site, we need to connect them to the most appropriate 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 the relevant Senior Leader if and when appropriate.

Learning Area Leaders and Year Level Leaders:

Name	Role
Jess Moeller	LAL The Arts
Angela Stamati	LAL Cross Disciplinary Studies
Jennifer Ongalo	LAL English
Tom Bartlett	LAL Health & PE
Cait Thomas	LAL Humanities
Amanda Kampes	LAL Languages
Glen McKie	LAL Maths
Luke Agalidis	LAL Science
Aimie Strawbridge	LAL Technology

Name	Role
Vanessa Tricker	YLL Years 7 and 8
Lauren Freeth	YLL Years 9 and 10
Madelin 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)
Casey Rendell	Assistant Principal (Year 7 and 8 Admin Support)
Louise Woolford	Assistant Principal (Year 11 and 12 Admin Support)
Swati Phatak	Assistant Principal (Inclusion and Wellbeing)
Michelle Stasiak	Business Manager

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

