

# Raphael House Complaints Procedure

What is the nature of your question?

- Student learning or welfare  
- Policies, procedures or structure

★ Approach class teacher

Is matter resolved? Yes → Closed

★ Approach upper/lower school/kindy co-ordinator

Is matter resolved? Yes → Closed

★ Approach Principal

Is matter resolved? Yes → Closed

Make a formal written complaint addressed to the Principal

Teachers/staff

★ Approach person concerned

Is matter resolved? Yes → Closed

★ Approach Principal.  
If Principal is at issue approach Board Chair

Is matter resolved? Yes → Closed

Make a formal written complaint addressed to the Principal/ Board Chair

★ Feel free to bring a support person

- We endeavour to address your question/concern within three days.

- All formal written complaints will be tabled at Board level.