Complaints Handling Procedure updated July 2025

STUDENT COMPLAINT Complaint raised with Classroom Teacher or Teacher / LA on duty Harm caused with INTENT? YES NO Office notified Teacher facilitates Restorative Students separated and Chat with students Principal/Deputy Principal facilitates Restorative dialogue with student/s Successful resolution achieved? NO YES Ongoing monitoring of situation **Complaint escalated to Office** by Classroom Teacher. Parents Principal/Deputy Principal informed of complaint and facilitates Restorative dialogue with student/s. Students have agreement put in place. option to be kept separated. Parents of all students involved informed of issue and actions For more detail on possible taken by Principal / Deputy outcomes, depending on severity, please refer to the school's Behaviour Consequences Flow Follow up and check-in with Chart parent/guardian at agreed interval/s

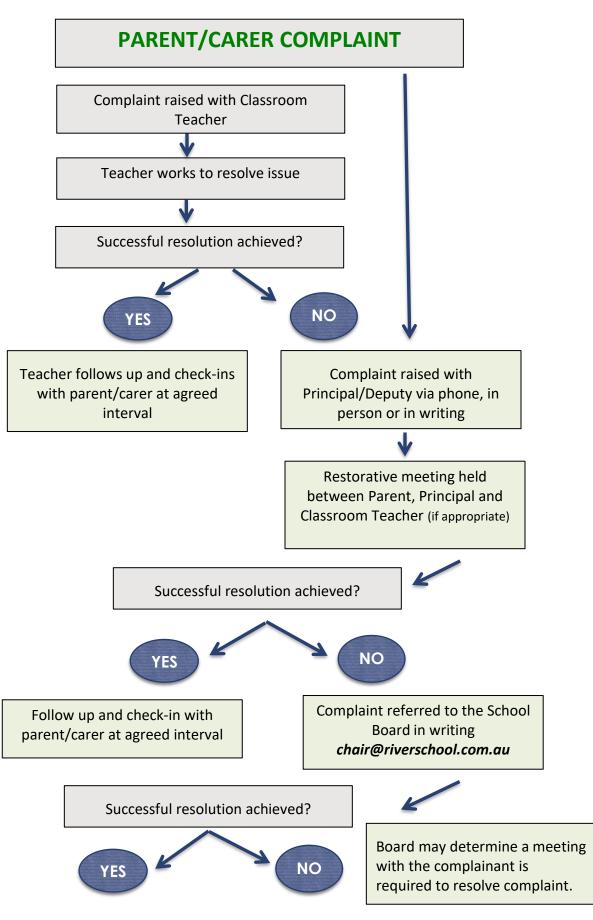


A full copy of The River School's Complaints Handling and Behaviour Policies can be obtained from the school office or the school website.

www.riverschool.com.au

<u>Note</u>: Our P&F Committee can be contacted regarding general concerns, questions & ideas that affect the whole class – please speak with your class parent representative.

Complaints are to be directed to relevant teacher or Principal.



Follow up and check-in with parent/carer at agreed interval

Board Chair and/or Directors meet with complainant with the aim of reaching a positive outcome & agreement.