

## College Complaints Handling Guide – Appendix A

**St Edmund's College encourages a partnership between parents and staff. If any concerns or problems arise, it is important to have a solution or answer at home and at College.**

This occurs when the appropriate person is notified as soon as a concern arises, the following table gives some guidelines for the appropriate action to take.

Concern	Action
Concern with academic progress	Contact the Homeroom Teacher
Unresolved concerns with a particular teacher	Contact the Deputy Principal
Discipline concerns	Contact the Homeroom Teacher who may also advise and contact the Deputy Principal
Overall development eg social, physical, spiritual	Contact the Homeroom Teacher who may also advise and contact the Deputy Principal
Bullying issues	Contact the Homeroom Teacher who may also advise and contact the Deputy Principal
Enquiries regarding Assisted College Transport	Contact the College Secretary
Concerns regarding incidents occurring on Assisted College Transport	Contact the College Secretary who may also advise the Homeroom Teacher and Deputy Principal
Changes to home life	Contact the Homeroom Teacher and Deputy Principal
Your child will be absent for an extended period	Contact the Deputy Principal and Principal
You want to enquire about uniform	Contact the College Secretary
Enquiries regarding fees	Contact the Business Manager
Your child is leaving the College	Contact the Principal and Deputy Principal
You have a query regarding the College Website, Parent Portal or College Social Media accounts	Contact the Deputy Principal