

DO YOU HAVE A COMPLAINT?

HAVE YOU BEEN BULLIED?



CONTACT DETAILS:

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TYPES OF COMPLAINTS THAT MAY BE RESOLVED UNDER THIS POLICY

YOS Independent School encourage students and parents/carers to promptly lodge concerns regarding harassment, discrimination, bullying, privacy breaches and non-compliance with child protection processes as well as more general complaints.

Students and parents/carers can discuss complaints with a staff member as an informal conversation and if they feel they would like to make a formal complaint the Dispute Resolution Form is required to be completed.

POSSIBLE INFORMAL/FORMAL COMPLAINTS	
Discrimination Incidents	One off spur of the moment comment
Sexual Harassment Incidents	One off derogatory comment where another student has taken offence
Non-compliance with child protection processes	Workplace Health and Safety issues
School or employees have done something wrong	Inappropriate communication between, students, parents or between employees
School, employees have failed to do something they should have done	The school, its employees or students have acted unfairly or impolitely
Privacy Breaches	Not adhering to student's code of conduct <ul style="list-style-type: none"> • Respect • Safe and Legal • Responsibility • Participation
Learning programs, assessment and reporting of student learning	

Student complaints may be brought by students or by parents/carers on behalf of their children, as appropriate in the circumstances.

DISPUTE RESOLUTION FORM YOS INDEPENDENT SCHOOL

COMPLAINT

APPEAL

BULLYING INCIDENT

Date:

Name:

Who is involved in this dispute/bullying incident?

Details of dispute/bullying incident: *(Attach paper if extra space required)*

OFFICE USE ONLY:

Date received and by who:

Date Dispute was finalised:

Comments regarding process:

Complete form and pass on to the Head of Student Support Services. If Head of Student Support Services is involved in the dispute, submit to the Principal.

If you require more space to write than what is available on the form, attach an extra sheet of paper.

If you require any help or support, please ask a staff member you feel comfortable to do so

You should be notified of the process to follow within 5 working days, following.

Generally, discussions will be had with all parties involved to assist with the outcome. Often, a Restorative Justice Chat will help with a positive outcome and is encouraged where possible

You can discuss the issue further with the Head of Student Support Services and then the Principal if not resolved to your satisfaction

To make an appeal to any decision that has been, discuss with the Head of Student Support Services as to what to do next

Your Right to Appeal

You are able to make an appeal either verbally or in writing.

Once a request for an appeal has been given:

- Discussion will be had with parties involved to determine what is required to be done
- We will do everything within our power to ensure that students/parents/carers are made comfortable in accessing our School campuses, and are not victimised
- We will advise students/parents/carers about their right to request an advocate and support as required
- Attempt to resolve appeals quickly
- Where appeals are not resolved at YOS Independent School level, a referral can be made to the School Board.