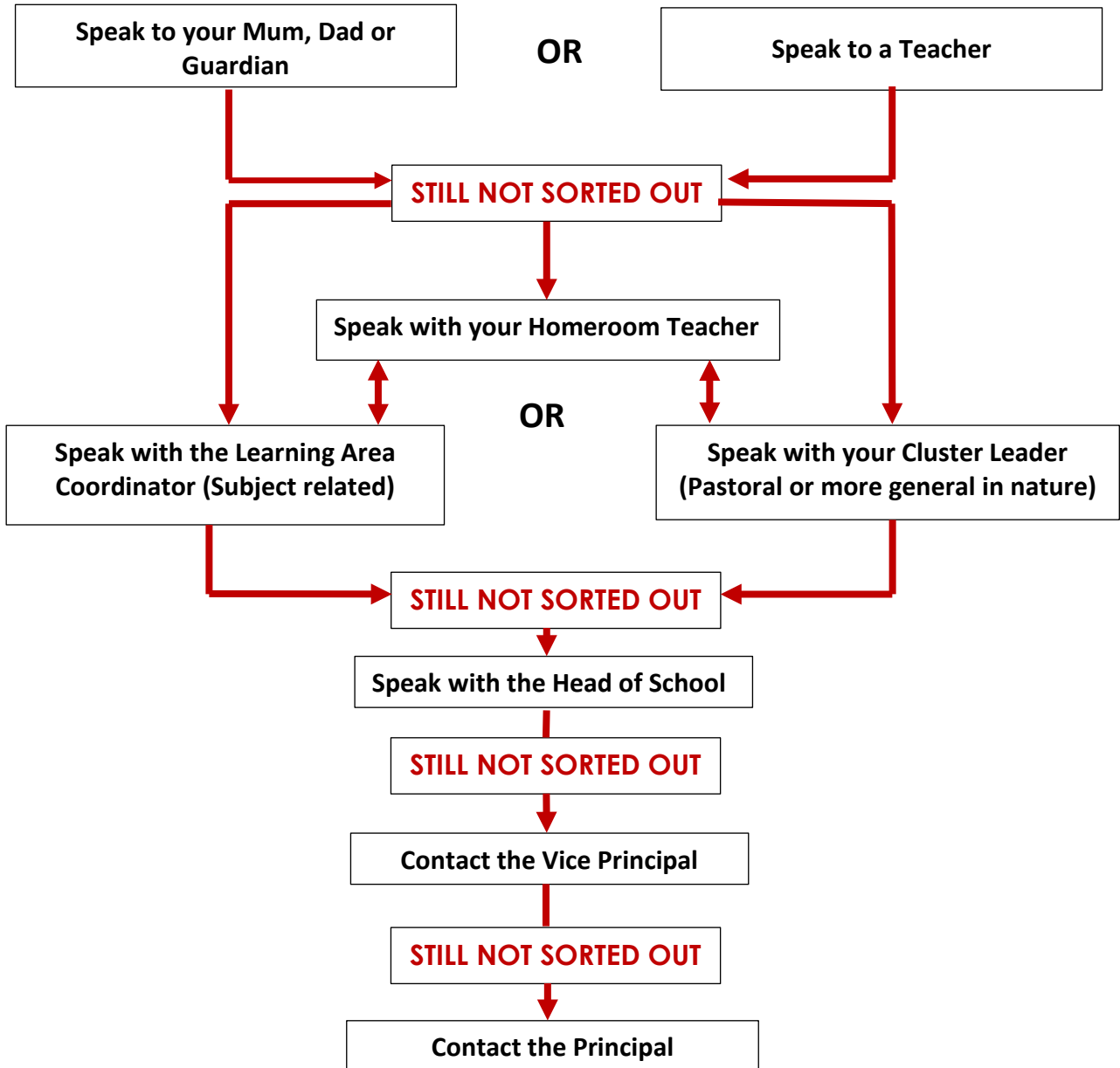


# MAKING SUGGESTIONS, SOLVING MATTERS OF CONCERN OR MAKING A COMPLAINT [Process Guide for Students]

If you have any suggestions, concerns or complaints, we would like to hear from you. Initially, such matters should be raised directly with the person involved (e.g., classroom or subject teacher) with the intent to either inform or resolve the matter at the lowest possible level. Similarly, if a matter needs to be brought to the attention of a senior member of staff (e.g., Learning Area Coordinator, Cluster Leader, Head of School), the same applies. Such interactions need to take place at the most appropriate **place, time** and **manner**. (Refer to *Staff and Student Codes of Conduct*).



## ANY CONCERNS, COMPLAINTS OR SUGGESTIONS? IF SO, THE COLLEGE WOULD LIKE TO HEAR.

