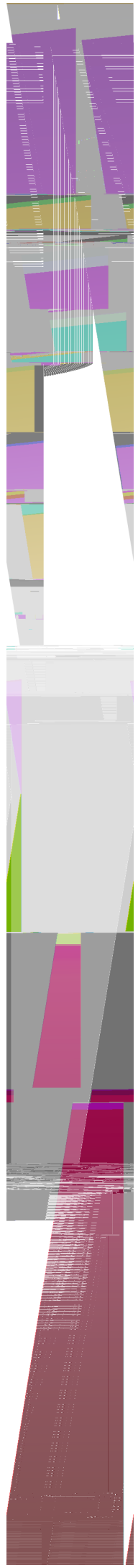


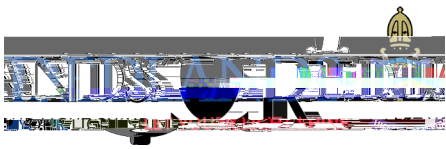


## Step 7

If the matter remains unresolved after the appeals process, the complainant may pursue







## Appendix 1: Redlands Complaint Communications Structure

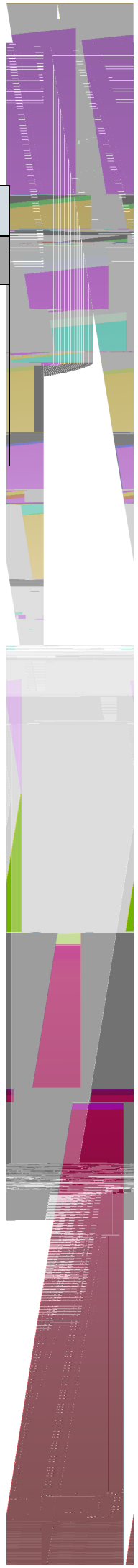
Concerns or complaints are to be directed initially to the staff member concerned with the nature of the issue. If the matter remains unresolved at this level, then either party may escalate it to the next level of management until the matter is resolved or the parties accept that it is not possible, in the circumstances, to be resolved.

This communication structure provides a guide to the most appropriate staff member to approach with a concern or complaint.

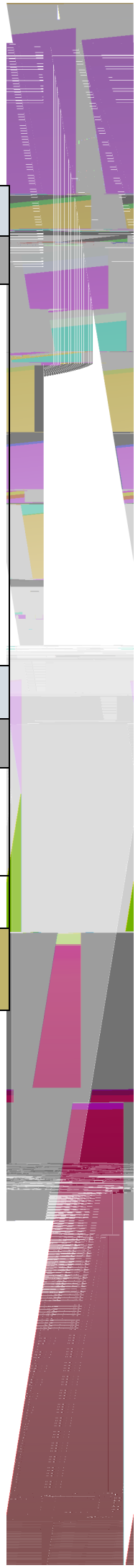
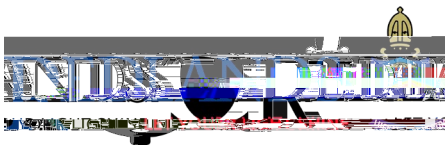
Concerns or complaints may also be sent to [feedback@redlands.nsw.edu.au](mailto:feedback@redlands.nsw.edu.au) if the nature of the complaint does not relate to a specific area listed below. This will then be directed to the appropriate member of staff.

As outlined in the School's *Conditions of Enrolment*, the School's ethics, standards and practices are based upon established Christian values and behaviours and attitudes based on the School's values are encouraged. All communication between students, parents, guardians, carers, visitors and staff members should be conducted in a courteous and respectful manner.

WHOLE SCHOOL – Organisation and Management			
Area of concern	First contact	Next step	Further assistance if required
			18C 48 q49E01949348



Co-curricular Programs			
Department	First Contact	Next Step	Further Assistance if Required
Sport	Junior Campus Sports Administrator	Head of Junior Sport	Head of Preparatory School/Head of Junior School
Music	Assistant Coordinator of Music – Junior Campus	Coordinator of Music K-12	
Drama	Subject Coordinator Drama		



Co-curricular Programs			
Department	First Contact	Next Step	Further Assistance if Required
Sport	Head of Secondary School Sport	Dean of Activities	Head of Secondary School
Music	Coordinator of Music		
Drama	Subject Coordinator Drama		
Ballet and Dance	Subject Coordinator of Dance or Head of Ballet and Dance Academy		
General complaint or concern regarding a specific staff member			
Area	First Contact	Next Step	Further Assistance if Required
Staff Misconduct or Reportable Conduct	Refer to the <i>Procedures for Handling Allegation of Staff Misconduct and Reportable Conduct</i> document available on our public website.		Deputy Principal
Teacher performance	Subject Coordinator	Dean of Studies or Dean of IB	Head of Secondary School
<b>Child Protection reports about students at risk of significant harm, or concerns pertaining to serious employee misconduct, should be directed to the Deputy Principal in line with the <i>Procedures for Handling Allegation of Staff Misconduct and Reportable Conduct</i>.</b>			



## Appendix 2: Record of complaint

Please complete relevant fields in as much detail as possible.

<b>Date of complaint lodgement</b>	
<b>Date of incident/s leading to the complaint</b>	
<b>Name of complainant</b>	
<b>Address of complainant</b>	
<b>Contact telephone number</b>	
<b>Detail of complaint</b>	
<b>Witnesses (<i>if any</i>) with contact details</b>	
<b>Other relevant information</b>	