

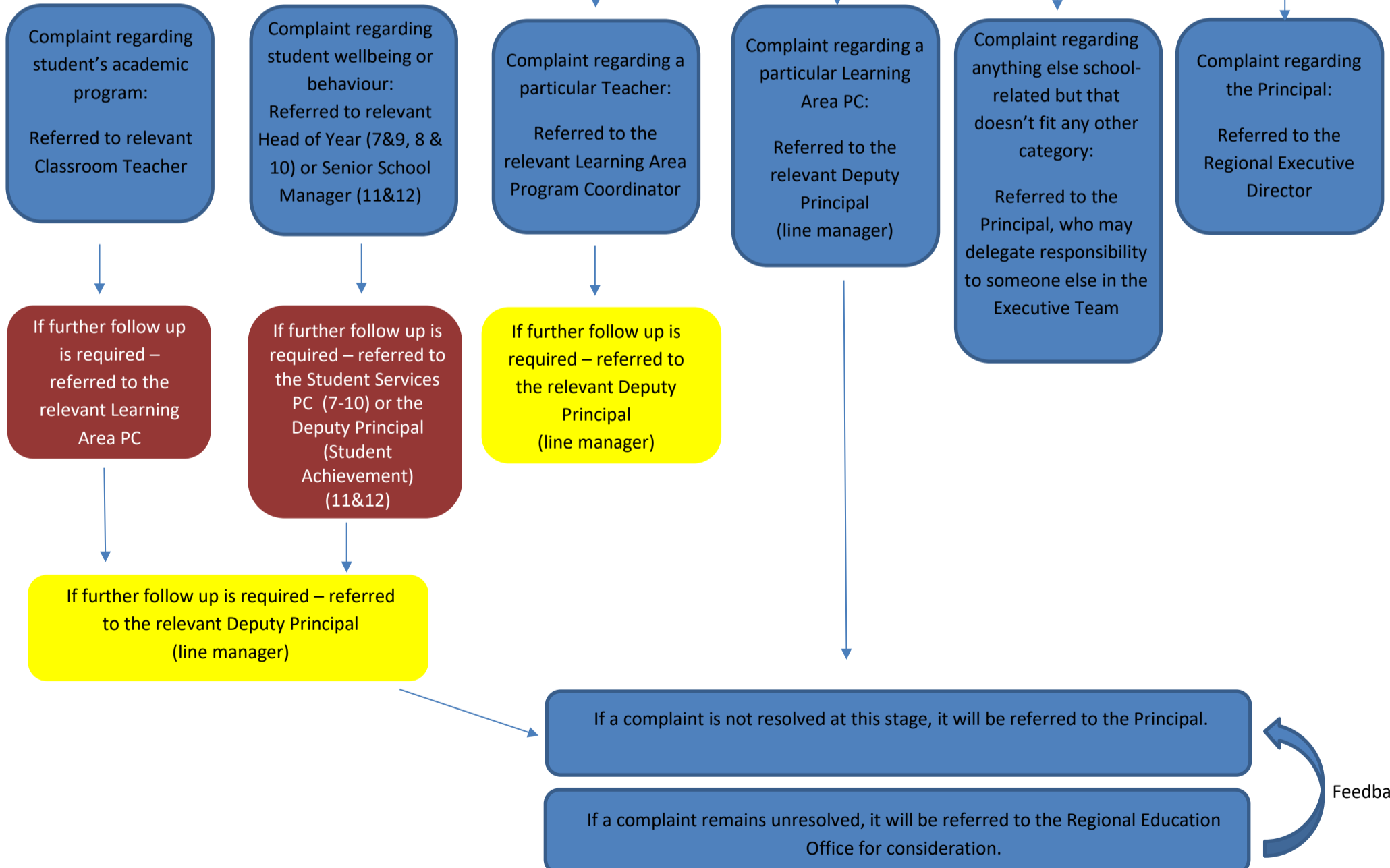
COMPLAINTS POLICY

At Bunbury Senior High School we are committed to developing and maintaining positive relationships with all members of the school community and to the timely resolution of any concern or complaint that may arise. We treat concerns and complaints seriously and address it professionally, competently, and impartially, applying principles of confidentiality and procedural fairness. We acknowledge that students and parents/carers may sometimes have a complaint about a decision, behaviour, act, or omission that they feel is unacceptable. Whilst most issues can be resolved through direct discussion, there may be instances in which this is not possible.

Complaints Flowchart

A complaint will be treated as an expression of genuine dissatisfaction that needs a response.
All complaints are **confidential**.

Contact Bunbury SHS
(by phone, email, in person or online complaints form)
Be as clear as possible about what is troubling you and the nature of your complaint.
We will acknowledge receiving your complaint within five (5) working days.



Please Note: Serious breaches of professional conduct by Department of Education staff are referred directly to the Department of Education's Standards and Integrity Directorate and are not investigated at a school level.