

## COMPLAINTS AND CONCERNS PROCESS FOR STUDENTS

### Policy Statement

Kurnai College understands that issues or concerns can cause stress or worry for students and impact their wellbeing and learning. Kurnai College encourages our students to raise issues or concerns as they arise so that we can work together to resolve them.

### Implementation:

Students with a concern or complaint can raise them with a trusted adult at school, for example, with your class teachers, team leader, advocate, well-being staff such as counsellors, Koorie support or classroom aides. This person will take your concern or complaint seriously and will explain to you what steps we can take to try to resolve the issue and support you.

You can also ask your parent, carer or another trusted adult outside of the school, to talk to us about the issue instead. Information about our parent/carer complaints and concerns process is outlined further below. The parent/carer process also applies to students who are mature minors, refer to: [Mature Minors and Decision Making](#).

Other ways you can raise a concern or complaint with us include:


- talking to a member of the student representative council about your concern and any suggestions you have for resolving it
- participating in our Attitudes to School Survey
- Making an anonymous notification on Stymie

Further information and resources to support students to raise issues or concerns are available at:

- [Report Racism Hotline](#) (call 1800 722 476) – this hotline enables students to report concerns relating to racism or religious discrimination
- [Reach Out](#)
- [Headspace](#)
- [Kids Helpline](#) (call 1800 55 1800)
- [Victorian Aboriginal Education Association](#) (VAEAI)

### Evaluation:

This policy will be reviewed as part of the College's four year cycle.

<b>Date Implemented</b>	October 2022
<b>Approval Authority (Signature and date)</b>	 19/10/2022
<b>Dates Reviewed</b>	Term 4 – Week 3 - 2022
<b>Responsible for Review</b>	College Council
<b>Next Review Date</b>	Term 4 – Week 3 - 2026