



## Enquiries, Concerns & Complaints Pathway

### ENQUIRIES & CONCERNS (Start at Step 1)

Relating to:

- School program, classroom organisation, curriculum
- Social or day-to-day matters
- Buildings and grounds
- School fees or policies

### MATTERS RELATING TO (Start at Step 3)

Relating to:

- A child safety concern (Coordinator)
- Unresolved enquiry or concern (Parent Meeting)

### COMPLAINTS (Start at Step 3)

Dissatisfaction with:

- A breach of a school policy, agreement, or code of conduct
- The handling of an incident, situation, or circumstance
- The outcome of a decision made by the school including matters relating to procedural fairness

#### STEP 1

Contact the relevant person / parent buddy / Committee  
*Make initial enquiry*

Matter Unresolved

#### STEP 2

Contact the same person / committee  
*Clarify / seek further information*

Matter Unresolved

#### STEP 3

Contact the Coordinator / raise at the Parent Meeting  
*To arrange a meeting*

Matter Unresolved

#### STEP 4

Contact the Board Chairperson  
*To arrange a meeting*

**Matter Resolved**

### WHO TO CONTACT

Topic	Contact Person(s)
Curriculum, classroom organisation, camps / excursions	Curriculum Committee
Child safety matters, disability supports, academic progress	Coordinator
School fees, other financial questions	Finance Committee
Staff – recruitment, feedback, conflict	HR Committee
Buildings and grounds, maintenance, OHS	Grounds & OHS Committee
IT infrastructure and programs	IT Committee

### HOW TO MAKE CONTACT

Email	info@learningcooperative@vic.edu.au
Phone	(03) 9718 1481
Meetings	Appointments for meetings can be made via phone, email or in-person
Coordinator	Amy Rogers amy@learningcooperative@vic.edu.au

### CHILD SAFETY

The Victorian Child Safe Standards and our school policies set out the responsibilities of schools for managing risk, supporting children at risk of abuse, and responding to any suspicions, incidents, disclosures, or allegations of abuse. **Community members who have a Child Safety concern should advise the Coordinator immediately.**