

COMPLAINTS POLICY **AT FVPS**



We need to work through this together

Do you have a concern?

No

No action needs to be taken

Yes



No

Think about how best to deal with the situation, it is important to be calm when raising a concern. Can you approach the person involved to raise your concern?



Yes

Approach someone you trust to support you raise the concern, a friend, parent, teacher, counsellor, principal. This support person may vary for students, parents and staff

Arrange a time to meet with the person that you have the grievance with by calling the front office on 8642 5866.



Yes



No

Another meeting time established between the two parties. Support put in place to work towards amicable outcome.

Meet with the person to raise your concern calmly. Work out together how best to deal with the issue. Are you happy with the outcome?

No

Yes



Grievance referred to Regional Director of Port Augusta & Quorn Partnership Contact Ian May on 8641 6877

Issue resolved.

