

STUDENT CONCERNS, FEEDBACK AND COMPLAINTS PROCEDURE



Relevant to:	All students, School Staff
Developed by:	Business Manager, Principal, College Executive
Date of Introduction:	July 2025
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Approved:	School Board Jun26
Related Documents:	Child Safety policy, Employee Code of conduct, Behaviour Management, Bullying & Anti-discrimination,

1. Purpose

To ensure all children and young people at Tamar Valley Steiner School feel safe, supported, and empowered to raise any concerns or complaints. This procedure outlines the multiple avenues available for students to report concerns and how the school will promote awareness and access to these avenues.

2. Promoting Awareness of Trusted Adults

All students will be regularly reminded that they can speak to a **trusted adult** if they have a concern, feel unsafe, or wish to make a complaint. Trusted adults at the school include:

- Their **Class Teacher**
- For high school students, their **Class Guardian**
- A **Teacher Assistant** who works with their class
- The **Student Wellbeing Officer**
- The **Principal**
- **Administrative staff** who work in the school office

Students may choose whichever trusted adult they feel most comfortable approaching. Students are not required to raise concerns through a particular staff member.

This information will be communicated to students through regular classroom conversations, wellbeing activities, and visual signage around the school.

3. Offering Non-Verbal Reporting Options: The Letter Box

To provide a non-verbal avenue for students to raise concerns, the school has installed a **Student Concern Letter Box**. This allows students to submit:

- A **written letter**, or
- A **drawing**,
- Including their **name**, so a staff member can follow up.

Students are encouraged to provide their name so support and follow-up can occur. However, anonymous reports will also be accepted and reviewed.

In developing this process, students were consulted regarding:

- The **location** of the letter box to ensure it is discreet yet accessible
- Any other **features or ideas** that would help make reporting concerns feel safe and comfortable

Students are familiar with the letterbox location which is near the school office, just out of easy sight of staff and students for privacy.

4. Student voice – other feedback pathways

With the introduction of high school, further pathways will be developed for students to contribute feedback about school culture, safety, wellbeing and learning through representative groups, surveys and consultation activities.

5. Familiarisation and Practice Activity

At the commencement of each school year, and when new students enrol, age-appropriate familiarisation activities will be conducted to ensure students understand available reporting options and how concerns are managed. For this activity, each student will complete a practice run by submitting a **drawing or letter with their name**. This will:

- Help normalise the process of raising concerns
- Build trust in the system
- Reinforce that all concerns are taken seriously and responded to appropriately

6. Ongoing Education and Support

Throughout the school year, the following actions will be taken to reinforce the complaint and reporting process:

- **Regular reminders** by teachers and support staff about the avenues available to raise a concern
- **Age-appropriate discussions** and activities about:
 - Their **rights** as children and young people
 - How to **recognise harm**

- The importance of **speaking up** if they feel unsafe or uncomfortable

These discussions will be integrated into the school's wellbeing curriculum and pastoral care approach.

7. Types of concerns to be raised

Students may raise concerns about:

- Any situation where they feel unsafe, excluded or uncomfortable
- Bullying and cyberbullying
- Harassment and discrimination
- Sexual harassment or inappropriate behaviour
- Online interactions and digital safety
- Peer conflict
- Staff conduct
- Teaching and learning concerns
- School facilities and resources
- Student wellbeing and mental health
- Child safety concerns

8. Responding to Complaints

All concerns raised by students—whether verbal or through the letter box—will be taken seriously and followed up by the appropriate staff member. The privacy, dignity, and emotional wellbeing of the student will be prioritised throughout the process. The principles from the school's Feedback and Complaints Policy and procedure will be applied.

Any concern involving abuse, neglect, grooming, sexual misconduct, harmful sexual behaviour, significant emotional harm, or conduct that may place a child at risk will be managed in accordance with the Child and Youth Safe Policy, mandatory reporting obligations, and relevant legislative requirements.

The school will respect students' privacy whenever possible. However, where a concern relates to safety or wellbeing, information may need to be shared with appropriate staff, parents/carers, external agencies, or authorities to ensure the student and others are protected.

Students will be informed about the progress of their complaint where appropriate and given opportunities to express their views regarding possible outcomes or supports.

The school will acknowledge receipt of a complaint as soon as practicable and aim to commence follow-up within two school days. More serious matters may require immediate action.

9. Concern or complaint unresolved

If a student believes their concern has not been addressed appropriately, they may raise the matter with another trusted adult, the Principal, or another member of the College Executive.

10. Record keeping

Complaints and concerns raised by students will be documented and managed in accordance with the school's Records Management requirements. Child safety concerns will be recorded in the school's incident management system and retained in accordance with legal obligations.

11. Review and Continuous Improvement

This policy will be reviewed annually to ensure it remains responsive to student needs and aligned with best practice. Feedback will be sought from staff and students to support

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