



**CULBURRA PUBLIC SCHOOL**  
CARLTON CRESCENT, CULBURRA, N.S.W. 2540  
Phone: 4447 2010 Fax: 4447 3651

## **DEPARTMENT OF EDUCATION AND COMMUNITIES COMPLAINTS PROCEDURE**

Dear Parent/Carers,

Our school is well regarded within the Culburra community and we are fortunate to have the strong support of the P&C and wider community. In fact it is only through this support, together with the commitment of staff that we can offer the depth of opportunities that enrich the school curriculum.

From time-to-time however, a need may arise in which parents want to make a complaint or notify the school of a process or policy that has a negative effect on their child or family.

We would prefer to handle your complaint or suggestion informally, however if the complaint is serious, or we are unable to resolve it at an informal level, we ask you to put the complaint in writing. Forms are available through the school website, the following Department website link: [https://education.nsw.gov.au/media/c-and-e/complaints\\_and\\_compliments\\_form.pdf](https://education.nsw.gov.au/media/c-and-e/complaints_and_compliments_form.pdf), or by request at the school office between 8:30- 3:30pm. Of course we also love to receive compliments and welcome them at any time.

I have included below an excerpt from the managing complaints section of the Department's website which can be accessed via this link:

<https://education.nsw.gov.au/about-us/rights-and-accountability/complaints-compliments-and-suggestions>

### **How to make a complaint**

It is best to discuss your concerns with your child's teacher first. Make appropriate time to meet them or phone the school and ask for an appointment with the teacher.

If you are not happy with the result, or if you do not feel it is appropriate to talk to them, phone and make an appointment to discuss your concerns with the principal.

You may bring a friend or relative to be your support. If you need an interpreter, we can arrange that – just ask beforehand.

If your complaint is about the principal you will need to contact the Director of Public Schools NSW of your area. Ask the school office staff at your school for their name and number.

If your complaint cannot be resolved in an informal way, we ask you to put it in writing. It is important that you include specific details about your complaint. We can put your complaint in writing, if you require.

Kind Regards,

Melissa Day  
Principal