



Carmel School

FAITH & KNOWLEDGE

STUDENT GRIEVANCES

**Do you have any concerns, complaints or suggestions?
If so, we would like to hear them!**

How do I raise a concern?

- By talking about it – or by writing it down if you find that easier.
- You can prepare it by yourself, or as part of a group, or through your parents / guardians.

With whom do I lodge my concern?

- To your parents / guardians
- To your classroom teacher, mentor teacher or Deans of Students.
- To the staff member most directly concerned.
- To anyone on staff or you may wish to begin with a staff member with whom you feel most comfortable.
- The School Psychologist may be able to assist you.
- You may wish to see the Head of Primary, Head of Secondary School or Principal.

Does it matter what the issue is?

- No, it can be a big problem or a small one. By discussing it, you may come up with some positive ideas!

What will happen next?

- If possible, the staff member will deal with it in person. If the staff member is not able to deal with it, they will refer the matter to a more senior member of staff who is more able to respond to the matter you raise.

Do others have to know?

- If you are worried about confidentiality, tell the staff member – they will understand and discuss with you.
- If you are concerned about the safety of yourself or other students, our first priority is to ensure your safety and the matter will need to be taken further.

Will I cause trouble by asking questions or making a complaint?

- You have a right to raise issues of concern to you. Think through your role in the problem (if any); seek out a trusted staff member for advice on particular issues.

Even if the issue is painful, difficult or embarrassing, don't worry – it will only be discussed by staff who can help you. Do not feel afraid to discuss any concern – it may help others.

Feedback Channels for Students

At Carmel, our service commitment is to respond to emails within 24 hours (1 working day). Responses may be in the form of an email reply, a phone call or a face-to-face discussion. Please make it clear at the time of your grievance if you require a written response from the School.

In order to get your query attended to quickly, efficiently and directly, it is best to contact the person the most appropriate person, with the right knowledge and access to the necessary information to help resolve the grievance. The following provides a summary of the correct feedback channel for each campus:

ELC and Primary School

- Speak to your classroom teacher.
- If your classroom teacher is unable to assist, please email or speak to [Mrs Debbie Bolton](#), Head of Primary.
- If your query relates to Jewish studies or Hebrew, first speak to your Jewish Studies or Hebrew teacher. If they are unable to assist, please speak to or email [Mrs Debbi Benn](#), Head of Jewish Studies and Hebrew in the Primary School.
- If you are unsure of who to approach, please speak to or email [Mrs Jacqui Osrin](#) who will guide you appropriately.

Secondary School

- For day to day administrative matters (notices, to explain absences etc), please contact your mentor teacher. Names and email addresses of all mentors (and teachers) can be accessed via SEQTA on your timetable.
- For matters relating to your learning in a particular subject, please start by emailing your teacher. If they are unable to assist, please contact the relevant Head of Learning Area.
 - [Mr Stephen George](#) (Maths)
 - [Mrs Nicola Dunn](#) (Science)
 - [Mr Michael Duthie](#) (VAPA)
 - [Mr Simon Lawrence](#) (Jewish Studies and Hebrew)
 - [Mr Chris Quelch](#) (HPE)
 - [Mr Michael Raston](#) (HASS)
- For matters relating to your pastoral care and wellbeing, please contact the Director of Student Development and Wellbeing
 - [Ms Cherie Birch](#) (Years 7, 9, and 11)
- If you require further assistance, please contact [Mr Dean Shadgett](#), Head of Secondary.
- If you are unsure of who to approach, please contact [Mrs Zsuzsi Shuhandler](#) who will guide you appropriately.

Whole School Queries

- If you would like to make an appointment to see the Principal, [Dr Julie Harris](#), please contact [Mrs. Janine Myers](#). If you need to inform the Principal of an urgent matter, please email directly.
- If you would like to leave feedback, give suggestions or inform us of anything at all, you can always email our general enquires line at shalom@carmel.wa.edu.au