



Feedback channels

At Carmel, our service commitment is to respond to emails within 2 business days. 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 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

- For all matters, your first port of call is your child's classroom teacher (unless the matter pertains to teaching and learning within the Jewish Studies context).
- If your classroom teacher is unable to assist, please email the Head of Primary, [Debbie Bolton](#).
- If your query relates to Jewish studies or Hebrew, first email your child's Jewish Studies or Hebrew teacher. If they are unable to assist, please email the Head of Jewish Studies and Hebrew in the Primary School, [Debbi Benn](#).
- If you are unsure of who to approach, please email [Jacqui Osrin](#) who will guide you appropriately.

Secondary School

- For day to day administrative matters (notices, to explain absences etc), please contact Reception on Reception@carmel.wa.edu.au
- For matters relating to your child's learning in a particular subject, please start by emailing your child's teacher. If they are unable to assist, please contact the relevant Head of Department or Learning Area Co-ordinator below:
 - Head of English – [Glenn Williams](#)
 - Head of Science – [Nicola Dunn](#)
 - HASS Years 7 and 8 – [Leon Schneider](#)
 - HASS Years 9 and 10 – [Michael Raston](#)
 - HASS Years 11 and 12 – [Tanya Boyd](#)
 - Mathematics Years – [Stephen George](#)
 - Mathematics Years – [Naomi Greaves](#)
 - Mathematics Years – [Fiona Robinson](#)

- For matters relating the Carmel Academy of Performing Arts (CAPA):
 - [Michael Duthie](#)
- For matters relating to Health and Physical Education and Outdoor Education
 - [Chris Quelch](#)
- For matters relating to your child's pastoral care, please contact the Director of Student Development and Wellbeing
 - [Cherie Birch](#)
- If you require further assistance, please contact [Dean Shadgett](#), Head of Secondary.
- If you are unsure of who to approach, please contact [Zsuzsi Shuhandler](#) who will guide you appropriately.

Whole School Queries

- For queries relating to school fees or any other area of finance, please contact [Louise Barnett](#).
- If you would like to make an appointment to see the Principal, [Julie Harris](#), please contact [Sarah Callahan](#). 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.