CARNARVON
CHRISTIAN SCHOOL
"Walk as Children of Light"

COMPLAINTS & DISPUTE RESOLUTION LEAFLET FOR STUDENTS

Do you have any problems, complaints or suggestions?

If so, we would like to hear.

How do I make a complaint?

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

To whom?

- Discuss the issue with a responsible friend or
- With a school prefect or
- To anyone on the CCS's staff you feel comfortable talking with.

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 and solutions of your own.

What will happen next?

- If possible, the prefect or staff member will help you with the problem in person. If not, he or she will go on your behalf to someone who can help.

Do others have to know?

- If you are at all worried about confidentiality, go directly to a teacher that you feel comfortable talking to and let them know you are uncomfortable about others knowing – they will understand and keep it confidential – *unless they feel you need extra protection for help.*

Even if you find the issue hurtful or embarrassing, don't worry – it will only be discussed by staff who can help you.

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