Dear Parents,

Our school is generally very well regarded within the Pambula community and we are fortunate to have the strong support from the P&C and wider community. In fact it is only through this support, together with willingness from staff, that we can offer the breadth 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 much prefer to handle your complaint or suggestion informally, however if the complaint is serious, or we are not able to resolve it at an informal level, we will ask you to put the complaint in writing. Forms are available through the website below or by request at the school office between 8:30am – 4:00pm. 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:

How to make a complaint

It is best to discuss your concerns with your child’s teacher first. Make an appropriate time to meet with 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 in 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 may ask you to put it in writing. It is important that you include specific details of the situation and tell us what you would like to happen as a result of your complaint. We can help you to put your complaint in writing, if you require it.

Alternatively a Schools complaint form https://www.det.nsw.edu.au/media/downloads/about-us/how-we-operate/how-we-handle-complaints/schools/complaint-form.pdf may also be used. Complete the form and send it to the principal, or the director of public schools in your area.

Regards,

Mark Thomson
Principal