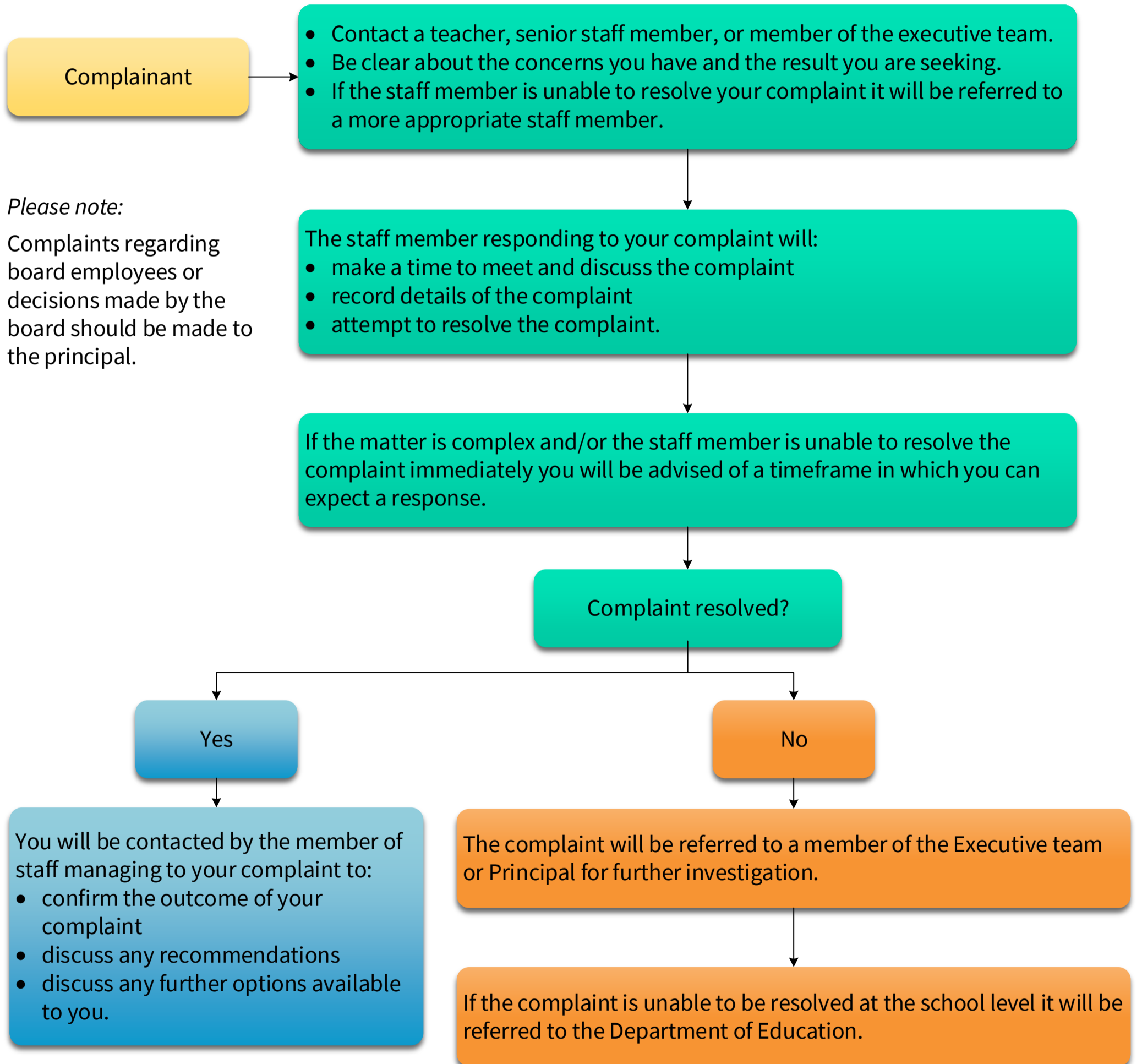


COMPLAINTS PROCEDURE

The purpose of this document is to outline Darwin High School's procedure for responding to complaints received from students, parents/carers, staff and members of the community.

Complaints can be made in person, by phone or in writing.

Concerns regarding your child's academic progress, homework, attendance, general behaviour, assessment and social/emotional wellbeing should be raised with your student's teachers or a senior staff member. All other concerns should be raised with a member of the school's executive team or the principal.



Please note:

Complaints regarding board employees or decisions made by the board should be made to the principal.

For the purpose of this procedure, **senior members of staff** include:

- *Faculty Leaders*
- *Year Level Coordinators*
- *Assistant Principals*
- *Principal*

If your attempt to resolve the complaint at the school level is unsuccessful, please contact the Department of Education's local regional office by phone (08) 8999 5612 or email schoolops.det@education.nt.gov.au