

Student Concern Flowchart

At Carey we value courage, respect and humility; and we are committed to acting with integrity and kindness. If you have a concern we recommend you follow these procedures to achieve the best outcomes.

You can talk to whomever you feel most comfortable to help you with your concern or complaint. It is also OK to ask a friend or parent for help. You can contact staff at the College by phone, in person or by email. Our full complaints policy is available on the College website.

General Concern

Talk to the Teacher

- Class Teacher
- Homeroom teacher

If not resolved go to Manager

- Head of Department
- Year Manager

If not resolved go to leadership

- Dean of PC or Curriculum
- Assistant Principal

If the issue is not resolved, fill out a complaint form available from the Carey website. Your complaint will go directly to the Compliance Officer and be referred to Senior Leadership

If not resolved refer to the Principal

If not resolved refer to the Executive Principal

If not resolved refer to the Governance Council Chairman

Serious Concern

If the issue is serious, for example, you feel your own or another student's safety is at risk.

Take serious issues directly to leadership

- Class Teacher
- Homeroom Teacher

If not resolved refer to the Principal

If the issue is not resolved, fill out a complaint form available from the Carey website. Your complaint will go directly to the Compliance Officer and be referred to Senior Leadership

If not resolved refer to the Executive Principal

If not resolved refer to the Governance Council Chairman

What you can expect from Carey staff when you share a concern:

- Confidentiality to the extent that is consistent with current legislative requirements and principles outlined in our policies.
- Opportunity to access supports, e.g. Chaplain, Psychologist.
- To be informed of the outcome of your complaint.