



Enquiries, Concerns & Complaints Pathway

ENQUIRIES (Start at Step 1)

- Queries in relation to:
- Classroom or program-based queries
 - Social, friendship or day-to-day school matters
 - School fees or policies

CONCERNS (Start at Step 3)

- Incidents, situations, or concerns regarding:
- a student or individual in the school community
 - the operation of the school

COMPLAINTS (Start at Step 3)

- Dissatisfaction with:
- A breach of a school policy, agreement, or code of conduct
 - The handling of an incident, situation, or circumstance
 - The outcome of a decision made by the school including matters relating to procedural fairness

STEP 1

Contact the relevant staff member
Make initial enquiry

Matter Unresolved

STEP 2

Contact the same staff member
Clarify / seek further information

Matter Unresolved

STEP 3

Contact the Principal
Outline details via email or call/email to arrange a meeting

Matter Unresolved

STEP 4

Contact the Principal again
Clarify / seek further information

Matter Unresolved

STEP 5

Contact the Board Chairperson
Outline details via email or call/email to arrange a meeting

Matter Resolved

WHO TO CONTACT

Topic	Contact Person(s)
Curriculum or classroom enquiries	Learning Area Mentor
Out 'n' About or camp enquiries	Organising Mentor
Social or wellbeing issues	Relevant Mentor or Principal
School fees, enrolment, and general enquiries	Administration (Amanda)
Child safety matters, concerns and complaints, staff members, code of conduct breaches, policies, procedural fairness, school management	Principal (Jo)
Any unresolved concern or complaint / child safety matter involving the Principal	Board Chairperson (Fiona McKenzie)

HOW TO MAKE CONTACT

Email	Directly to individual mentors or admin@pivillageschool.org.au
Phone	03 59 568 568
Meetings	Appointments for in-person or online meetings can be made via phone, email or at the school office
Principal	jo@pivillageschool.org.au 0409786270
Chairperson	chairperson@pivillageschool.org.au

CHILD SAFETY

Responsibilities of schools in relation to managing risk, providing support to children at risk of abuse, and responding to suspicions, incidents, disclosures, or allegations of child abuse are set out in the Victorian Child Safe Standards and our school policies.

Community members who have a Child Safety concern should advise the Principal immediately.