

Indigenous Campuses (NSW)

Complaints Policy NSW Indigenous Schools

Purpose: The purpose of this Complaints Policy is to ensure all community members have the opportunity to provide valuable feedback on the operation of the NSW Indigenous Campuses.

Procedure: Darkinjung Barker and Ngarralingayil Barker welcomes your comments on how it conducts its work, or on how you have been dealt with by the School. We appreciate your willingness to take the time to bring us any complaint that you may have, because it gives us the opportunity to address your concerns and to improve our performance.

Apart from resolving your complaint, bringing the matter to our attention may result in changes to our procedures that will also benefit other members of the School community.

HOW TO MAKE CONTACT

An initial telephone call to the Director of Aboriginal Campuses (NSW) should be made in the first instance to clarify some of the issues and resolve the matter quickly.

You should always address your complaint to the Director of Aboriginal Campuses (NSW) who is directly responsible for the welfare of your child.

You may also be asked to write to or email the campus Director at darkinjung@barker.nsw.edu.au or ngarralingayil@barker.nsw.edu.au to provide further detail. If required, the content of your letter / email will be investigated further and the School will provide feedback following the investigation.

WHAT TO INCLUDE IN YOUR LETTER OR EMAIL

Your letter or email should be clear and summarise exactly what your complaint is about. Your letter / email should include:

- a description of the incident or problem
- relevant dates, places and times
- details of any phone conversations and meetings
- any explanations you think are important
- copies of relevant documents
- indicate what action you think should be taken to resolve your problem. We will know that you are giving the person or the School a chance to address a mistake or an omission.

WHAT TO DO IF THE COMPLAINT IS NOT ABLE TO BE RESOLVED

If you do not believe your complaint has been successfully resolved, you are always able to take your complaint to Barker College by emailing concerns@barker.nsw.edu.au for further investigation. The Head of Junior School will address the matter.