Student Complaint Procedure

A complaint will be treated as an expression of genuine dissatisfaction that needs a response.
All complaints are ‘Confidential’

Contact The King’s College reception 08 9411 4100 or email feedback@tkc.wa.edu.au or tell a staff member.
Be as clear as possible about:
What is troubling you
The nature of the complaint
The department involved

ACADEMIC ISSUES
Refer to your teacher or Head of Learning Area

BULLYING/PASTORAL CARE BEHAVIOUR MANAGEMENT
Refer to your teacher or Head of Year

REGARDING A PARTICULAR TEACHER
Refer to Principal

REGARDING THE PRINCIPAL
Refer to the Chairman of the Board

Unsatisfied?
If required refer to Dean of Studies

Unsatisfied?
If required refer to Dean of Students

Unsatisfied?
If required refer to Deputy Principal or Principal

If complaint is not resolved, full complaint will be submitted to Chairman of the Board

If complaint remains unresolved, concern will be referred to an independent arbiter