

THE KING'S COLLEGE COMPLAINTS PROCEDURE

The King's College is an interactive community and, as such, there will be times when parents/guardians will wish to make a suggestion, raise a concern or submit a complaint. The College values feedback and welcomes any and all comments. The Complaints Procedure is outlined below to assist families if needed. Please note that the college prefers to deal with issues sooner rather than later.

The College complaints handling system is a procedurally fair process and consistent with the National Child Safe Organisation Principles. Further, processes for complaints and concerns are child focused and implementation of the National Child Safe Principles is regularly reviewed and improved.

The Director General of the Department of Education plays an important role in monitoring the school's compliance with the Registration Standards for Non-government Schools, including but not limited to those relating to the complaints handling system, and has the authority to respond to instances of non-compliance.

A complaint will be treated as an expression of genuine dissatisfaction that needs a response.

The King's College wishes to ensure that:

- 1) Parents/guardians have an understanding of how to make a complaint should the need or situation arise.
- 2) The College responds within a reasonable timeframe and in a courteous and efficient manner.
- 3) Parents/guardians understand that they are listened to and that complaints are viewed seriously.
- 4) The College takes action where appropriate.

You can find the College **Complaints Policy** [here](#) and a **Complaints Procedure Flow Chart** [here](#).

If you wish to provide feedback to The King's College, please download, print, complete and submit this [form](#) in person at Reception or by email.

Alternatively, if you prefer, please send a feedback email to feedback@tkc.wa.edu.au