



Parent/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.

Complaint or Concern

ACADEMIC ISSUES

Refer to your Teacher or Head of Learning Area

Unsatisfied?

If required refer to Deputy Principal Learning and Teaching / Head of Primary

Unsatisfied?

If required refer to Principal

BULLYING/ PASTORAL CARE BEHAVIOUR MANAGEMENT

Refer to your teacher or Head of Year

Unsatisfied?

If required refer to Deputy Principal Student Services / Head of Primary

Unsatisfied?

If required refer to Principal

REGARDING A PARTICULAR TEACHER

Refer to Principal

REGARDING THE PRINCIPAL

Refer to the Board Chair
BoardChair@tkc.wa.edu.au

If complaint is not resolved, full complaint will be submitted to Board Chair
E: BoardChair@tkc.wa.edu.au

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