

## Complaints form - Church of the Living God School Scripture

Please complete in neat, clear writing and hand to the Scripture co-ordinator at 25 Carrington Avenue Hurstville  
or phone 0422 026 595 or email at [hebronhurstville@gmail.com](mailto:hebronhurstville@gmail.com)

Your Full Name	
Mr/Mrs/Miss/Ms/Other	
Your contact details	Address
	Email
	Phone
Do you need an interpreter?	What language?
About you:	I am a parent/guardian/employee of the school (Please circle)
What happened? Briefly describe the incident	
Name of student(s) involved	
Name of adult(s) involved	
Who else was involved?	
Where did it happen?	
How do you feel things can be set right? Attach more pages if necessary	
Your signature:	

For Office Use Only

Date received:    /    /20	Received on form/fax/telephone
Officer/Pastor taking action	
Date resolved:    /    /20	

### Complaints procedure

When notice of a complaint is received, the complaints form will be supplied to the complainant or downloaded by them.

Upon receipt of form the following action will be taken:

1. Investigation and evaluation of the severity of the issue
2. Minor matters will be settled with the parties involved and if warranted, a form warning will be issued to the person at fault
3. In serious cases the Head Teacher, Scripture co-ordinator or Pastor will review his/her behavior in accordance with Child Protection Rules
4. If necessary the school authorities will be informed
5. The Complainant (parent/school etc) will be informed of disciplinary steps taken
6. All complaints will be settled with ten days after receipt of complaint as far as possible