

Student Parent Complaint Process

City Beach

The residential college will make every effort to resolve any concerns or complaints you may have. For more information about how the residential college will handle your concern or complaint you can obtain a copy of the residential college's concerns and complaints policy from the manager.

Who to contact if you have a concern or complaint:

Supervisors: The Senior Supervisor or an on-duty Supervisor, is the person to contact if you need clarification on some minor matter of concern or need to clear up some minor misunderstanding. Unless you request otherwise, the Supervisor will pass on your concerns to the Manager who will ensure that other Supervisors are informed.

Manager: The Manager is the person to contact if you have a concern or a complaint about the safety or wellbeing of your child, or the service being provided by the residential college.

Chairperson, Board: The Chairperson of the Board of Management is the person to contact if you have a complaint against the service provided by a manager.

Director: The Director is the person to contact if you have a complaint about the Residential College Board of Management's handling of your complaint.

Ombudsman: The Ombudsman is the person to contact if you have a complaint about the handling of your complaint by the CHSHA.

Serious Offences:

Complaints relating to serious offences against students, or of corrupt or criminal action, will be referred to external agencies as and when appropriate. This could include the Police, the Corruption and Crime Commission, the Department of Community Development, the Department of Health, and or the Equal Opportunity Commission.