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Winchester School

Next review: Term 3 2024

Raising Concerns

Where appropriate, Winchester School handles concerns and complaints informally in the first instance. If you would like to raise a concern with us, please follow the steps below. If you believe your concern cannot be resolved informally, it may be appropriate to make a formal complaint.

There may be instances where the concern raised under this policy amounts to a formal complaint or serious allegation. We may treat a concern as a formal complaint and address the concern using our **Investigating a Formal Complaint or Serious Allegation** procedure.

1. Raise the concern with the right person

In all instances, you may have a **support person** to help you raise a concern or make a complaint.

If you approach a board member with your concerns, you will be asked to follow the actions below and the board member will inform the principal and presiding member. If several people share a concern, the process is the same. You could nominate a group representative to approach the school, and it may be appropriate for the group and the school to use a mediator.

To ensure the safety and wellbeing of those involved when a concern is raised, it may be appropriate for the person receiving a concern to limit communication about the concern until a facilitated session occurs or until a third party is present.