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Sydney Church of England Grammar School (Shore) grounds its culture and operations in Christian belief and ethics. The principles of justice and fair treatment of all within the Shore community is central to the process by which Shore operates. To ensure that Shore provides the best opportunity for fair outcomes for all members of the Shore community in relation to the School's operations, Shore has the following policy for dealing with complaints.

This policy applies across all Shore sites from our Early Learning Centre (ELC), Preparatory and Senior School. It applies to the school itself as well as the Shore Parents Association.

This policy does not extend to employment disputes. Any issues around employment complaints are subject to our Grievance Handling Policy and Procedure.

A complaint is generally defined as a statement of dissatisfaction. Within a childcare and educational setting, complaints may relate to an act, behaviour, course of conduct, omission, situation or decision. Complaints can range in degrees of concern and can include very complex areas such as Child Safeguarding concerns, school operations and financial matters. Complaints can ent of dnt00 g0 G[)-7(s g)5(e)(pe)5(r)-4(ati)-7(o)-3(n)7(s an)6(d)11(f)8(i)-8(n

It is worth noting that informal complaints should not be made via the following means:

1. a parent or carer should not approach a student outside their custodial care to raise a matter:
2. complaints should never be raised via social media platforms whether they be branded as Shore content, staff personal pages, other affiliated pages or otherwise:
- 3.

