



## RJC Complaints and Grievances

- Any complaint, grievance or concern from children, staff, carers or other community members are taken very seriously.
- Listening to others without judgement or criticism is essential to school culture of respect, responsibility and relationships.
- If any member of the school community has, a complaint or grievance they are encouraged to initially speak to the person directly related to the issue this being another child, a staff member or teacher.
- Please refer to Redfern Jarjum College **Unlawful Discrimination Harassment and Bullying Policy** for further information.
- If this is too difficult, the Principal is always available to talk and support anyone through to a resolution.
- If the issue is extensive, it is important to schedule an appointment, so time can be allocated to work through all the components of the complaint or grievance and work towards a satisfactory solution.