

CONCERNS AND COMPLAINTS

- **Student concerns and complaints**
- **School concerns**
- **Residential college concerns**
- **Your safety concerns or the safety of others**

Student concerns and complaints

It's ok to have concerns and complaints about what might happen at school or where you are living during the school year. Here's who to contact so you get the right help at the right time.

Don't forget that your parents/carers are always a first option for you to talk with about your concerns.

We understand that there may be times when you want help from someone else.

Kids Helpline is a free, private and confidential telephone and online counselling service specifically for young people aged between five and 25.

You can talk with Kids Helpline about anything including:

- relationships with your family, boyfriend or girlfriend
- a friend who needs help
- school or study worries
- how you are feeling such as angry, sad or confused.

Kids Helpline

24 hours a day, seven days a week

T: 1800 55 1800

W: Kidshelp.com.au

School concerns

If you have concerns about school – such as homework, school activities or other students – you can talk with your parents/carers and/or with school staff including:

- your teachers
- school chaplain
- school psychologist
- school nurse
- any other staff member.

Residential college concerns

Any concerns about the residential college itself – such as facilities, meals, town leave arrangements, activities and recreation, and supervision – are best raised with the college staff. You can discuss your concerns with other students to see what they think.

You can take your concerns to a member of staff including the college manager, speak with your parents/carers or write a letter to the chairperson of the residential college board.

Your safety concerns or the safety of others



Firstly, you have the RIGHT to feel and to be safe at all times.

Residential college staff are responsible for the care and protection of all students who live at the residential college.

You may have concerns about the behaviour of residential college staff or any other adult, such as:

- inappropriate social approaches to make friends with you or start a close relationship with you
- inappropriate touching which makes you feel uncomfortable
- sexual talk, personal emails or personal contact via mobile phones or social media
- wanting to meet with you on a personal basis with a view to forming a relationship beyond their role as a responsible adult
- inappropriate physical handling (hitting, pushing, hugging) which is disrespectful of you and which you feel is wrong.

If you answer 'yes' to any of the following:

- "I don't feel safe."
- "I have an unsafe secret."
- "I am scared to say no."
- "I feel shame. I want it to stop."

then you need to tell someone who can help you.

You may also be concerned about such behaviour towards a fellow student at the residential college. It's ok for you to make a complaint on behalf of another student.

Residential college student complaints

T: 1800 011 114 (Monday to Friday 8am to 5pm)
E: residentialstudentcomplaints@education.wa.edu.au
W: det.wa.edu.au/residentialstudentcomplaints

When you call, you will speak with staff trained in child protection who will listen to your concerns and be able to help you.

You can also make a complaint by phone, emailing or filling out an online form.

Complaints can be anonymous.

Find out more by going to [this website](#).

24/7 emergency helplines

Police
T: 131 444
(000 for emergencies)

Crisis Care
T: 9223 1111
T: 1800 199 008 (country
freecall)
T: 9325 1232 (TTY)

Kids Helpline
T: 1800 55 1800
W: Kidshelp.com.au