

Complaints and Grievance Policy

Wilderness Arts College

We value open communication and aim to resolve concerns in a respectful, timely, and fair manner. We encourage students, families, and staff to raise concerns early so we can work together to find a solution.

How to Make a Complaint

- Speak directly with the staff member involved, where appropriate
- If unresolved, contact the school leadership or Principal
- Complaints may be made in person, via phone, or in writing

Grievance Process

1. All complaints will be acknowledged promptly and treated confidentially.
2. A meeting may be arranged to gather information and understand the issue.
3. The matter will be investigated fairly and respectfully.
4. A resolution or response will be provided in a reasonable timeframe.

Appeals

If you are not satisfied with the outcome, you may request a review or escalate the complaint to the school board or relevant external body.

For complaints, appeals, or concerns, please contact:
Christopher James – Principal | 0414 306 772