



Complaints Policy - Child Friendly

We Are Here to Listen

At Cheder Levi Yitzchok, we care about you and want to make sure you feel safe, happy, and heard at school. If something is bothering you, or if you have a problem or concern, we want to help.

When You Have a Complaint

What Is a Complaint?

- **Complaint:** When you're upset or worried about something at school. It could be about how someone is treating you, something that happened in class, or anything else that's making you feel uncomfortable.

Who Can You Talk To?

- **Your Teacher:** You can talk to your teacher about what's bothering you.
 - **A Trusted Staff Member:** If you feel more comfortable, you can talk to any staff member you trust.
 - **Child Safety Officer:** They are specially trained to help with serious concerns.
 - **Head of School or Principal:** You can ask to speak with them if you need to.
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How to Share Your Complaint

Talk About It

- **Speak Up:** It's okay to tell someone how you feel. You won't get in trouble for sharing your concerns.



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- **Be Honest:** Explain what's happening as clearly as you can.
- **Ask for Help:** It's okay to ask questions or say that you don't understand something.

Write It Down

- **Write a Note:** You can write down your Complaint and give it to a teacher or put it in the **Suggestion Box** at Reception.
 - **Email Us:** If you prefer, you or your parents can send an email to **complaints@cly.vic.edu.au**.
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What Happens Next

We Will Listen

- **Taking It Seriously:** We promise to listen carefully to what you have to say.
- **Keeping You Safe:** Your safety and happiness are the most important things to us.
- **Confidentiality:** We'll keep your complaint private and only share them with people who need to know to help you.

We Will Help

- **Finding a Solution:** We'll work together to try to fix the problem.
 - **Supporting You:** We'll make sure you have the support you need.
 - **Following Up:** We'll check in with you to make sure things are better.
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If the Problem Is Serious

Immediate Action

- **Serious Complaint:** If your complaint is about something very serious, like someone hurting you or others, we'll act quickly to make sure everyone is safe.
- **Involving Others:** Sometimes, we might need to talk to other people who can help, like your parents or special helpers outside of school.



Your Rights

You Won't Get in Trouble

- **No Reprisals:** You won't be punished for speaking up about a complaint.
- **Respect:** We'll treat you with kindness and respect.

You Can Have Someone with You

- **Support Person:** You can bring a friend or someone you trust when you talk to us.
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Remember

- **We Care About You:** Your feelings and safety matter to us.
 - **Speak Up:** If something is bothering you, please tell us.
 - **We're Here to Help:** Together, we can make our school a happy and safe place for everyone.
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How to Reach Us

- **Talk to a Teacher or Staff Member:** Anytime during school hours.
 - **Suggestion Box:** Write down your concern and place it in the box at Reception.
 - **Email:** complaints@cly.vic.edu.au
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Important Contacts

- **Child Safety Officer.**
- **Head of School.**
- **Principal.**

Please ask reception for details on who these people are and help to contact them.

Our Promise to You

At Cheder Levi Yitzchok, every student has the right to feel safe and respected. We're committed to listening to you and helping you with any problems you might have. Don't hesitate to reach out—we're here for you!

Note to Parents and Guardians:

We encourage open communication between students, parents, and the school. If your child has expressed a complaint or if you have any questions, please feel free to contact us directly. Your partnership is valuable in ensuring the well-being and success of our students.

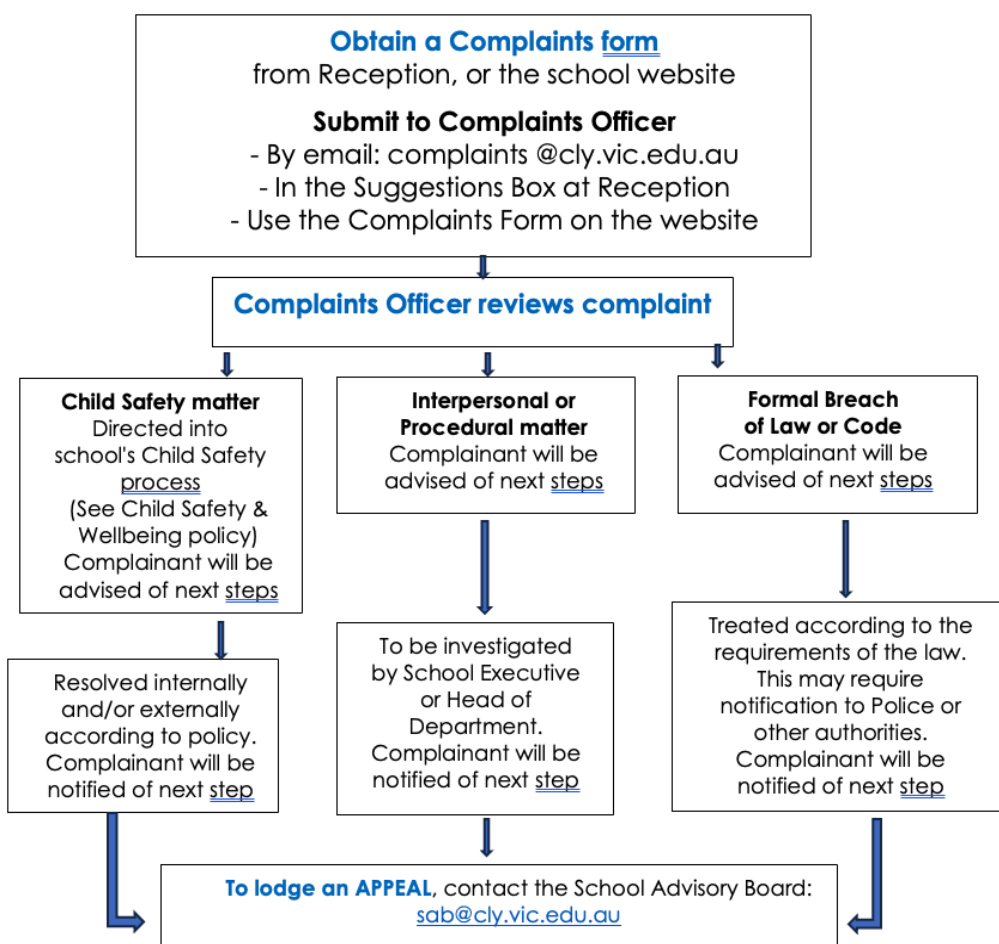
Contact Email: complaints@cly.vic.edu.au

Current Version	Child Friendly Complaints Management Policy R20241111
Consultation	Leadership, Mendel Schneier Student Representative
Endorsed by	SY
Ratified by	School Advisory Board
Next review date	November 2025 (every 12 months)
Previous Version History:	Child Friendly Complaints Management Policy R20230731 Complaints Handling Policy R20221220



FLOW CHART - COMPLAINTS BY ADULTS

Try to resolve your issue before making a complaint. If this is not possible:





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MAKING A COMPLAINT

DATE: / / YOUR NAME: _____

YOUR PHONE: _____ YOUR EMAIL: _____

WHAT IS YOUR COMPLAINT:

WHAT HAVE YOU DONE TO TRY TO RESOLVE THIS:

- Spoken to the part(ies) involved directly on more than one occasion
- Made suggestions or offers that were rejected
- Offered to take personal responsibility to change your own approach
- Followed up on ideas from the other in good faith
- Asked third parties to assist you
- Other/Describe what you have tried: _____

WHAT OUTCOME ARE YOU LOOKING TO ACHIEVE:

- Acknowledgement or apology
- Just a conversation
- Awareness / Change
- Intervention or process adjustment
- Punishment or Penalty
- Report to external authorities
- Other Please describe the outcome being sought: _____

Place this form into the locked Suggestion Box at Reception, or email it to complaints@cly.vic.edu.au, or use the online form on the school website.