

# Student Complaint Flowchart

## What do I do if I have a complaint, a problem or an issue with someone at School? Or about something that happened at School?

If something bad happened with someone at School, whether they are in your class, another student, a teacher or anyone else at School, you should follow this flowchart.

### You should always:

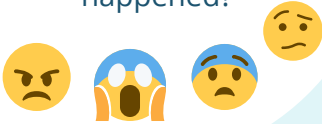
1. Talk about it and tell the truth;
2. Ask an adult for help if you need it;
3. Do your part to fix it; and
4. Try to make peace!



### Start Here



Do you have a complaint, problem or issue with someone at School? or about something that happened?



YES

Is it very serious?  
OR  
Do you feel scared or unsafe or that it's a bad idea to talk about it with the person or other people involved?

Do you feel scared or unsafe or that it's a bad idea to talk about it with the person or other people involved?

NO

NO

You're all good!  
You don't need this flowchart.  
Keep being an awesome peacemaker!



1

### Talk to them

The first thing you should do is talk to the other person or other people about it. Tell them what's wrong and ask if you can fix it together? Try to cooperate and see if you can work together to solve the problem.



All sorted?  
Awesome work!



Not fixed?  
Get help!

2

### Get Help

#### Talk to your Teacher

Tell to your class teacher about your complaint, problem or issue. They will listen and try to sort it out with you and the other person, in a peaceful way that is fair for everyone.



All sorted now?  
That's great!



Still have a problem?

3

### Talk to the Principal

If you have already talked to your teacher, or it is very serious or you feel unsafe, then you should talk to the Principal Mrs Butler and tell her what happened. Mrs Butler will help you to work together, sort it out and find an answer to make peace with everyone involved.



All sorted now?  
Awesome!

We can be peacemakers!

We can apologise

We can forgive each other

We can restore relationships

We can build better friendships

We can sort it out

We can make peace!

