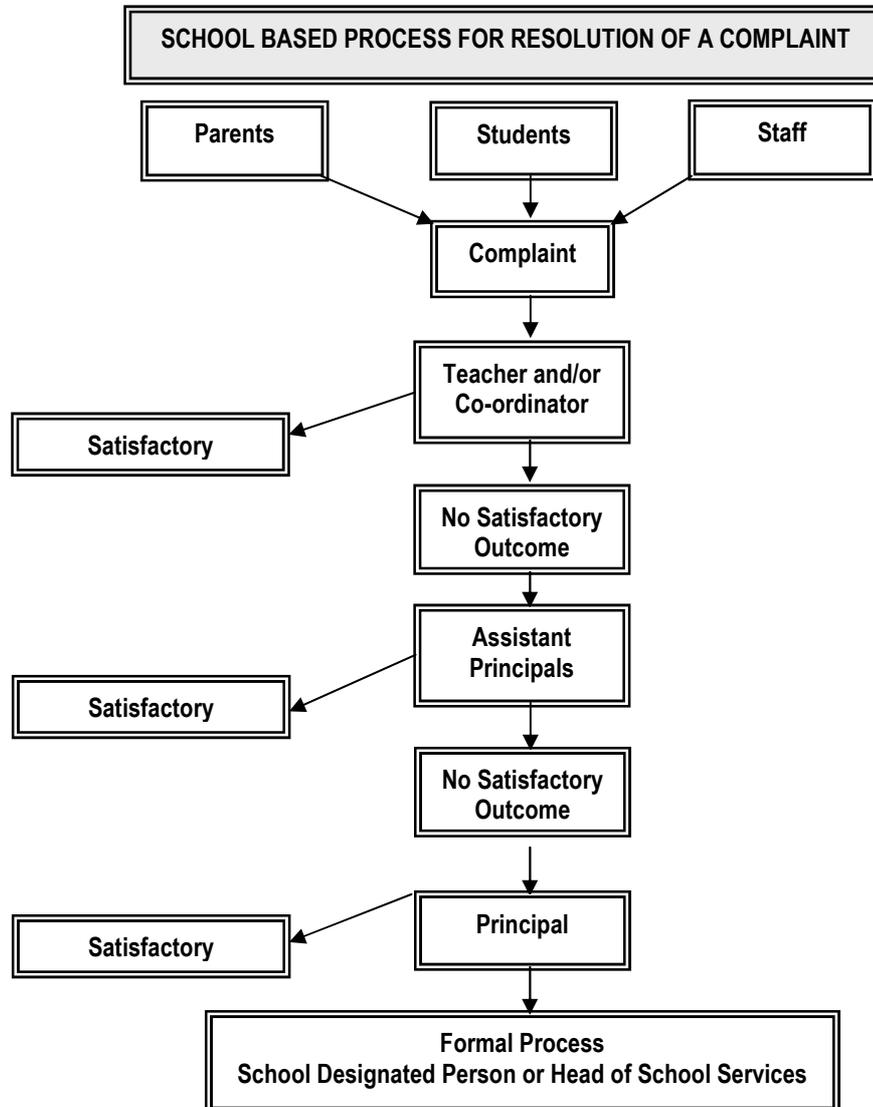


## HANDLING ISSUES OR COMPLAINTS

From time to time, students or parents will have concerns or issues they wish to raise with staff at Cerdon College.

These concerns may be about issues such as your daughter's progress in class, how she is relating to her classmates or even disagreement with Cerdon College's policies or procedures. It is important that if you have any concerns about your daughter you ensure that Cerdon College is contacted immediately.

If the issue is about your daughter's progress at school, please contact the office on 8724 7300 and arrange an immediate time for an interview with your daughter's Year Advisor.



For other general curriculum concerns, please contact Mrs B Prideaux - Assistant Principal. She is also available to address any concerns about Years 10, 11 and 12 Assessment issues relating to school reports, or students courses of study.

For concerns relating to student welfare and social development please contact Mrs Loretta Parker - Assistant Principal.

If you have any other issues or concerns, please feel free to contact Mrs P Baker, Principal, directly to discuss the issue or make an appointment to address your concern.

A formal complaints procedure is located on the College's Website at [www.cerdon.nsw.edu.au](http://www.cerdon.nsw.edu.au).

Cerdon College works hard to ensure that students can improve their learning outcomes in a safe, supportive environment and your support of the College is important to continue to build the Cerdon Marist community.

At all times the P & F Meetings held on Monday Week 3 Terms 1 to 3 at 7:00 pm in the College Library are an important venue to raise concerns or reaffirm Cerdon College in the way it is meeting the needs of its students.