

2018 Parent / Caregiver Concern: Who to Contact?

Issue	First Level of Responsibility	Second Level of Responsibility
Home Group issues – attendance, lateness to school, uniform, behaviour, wellbeing	Home Group Teacher (Year 8 – 11) Student Advisory Teacher (Year 12) Counsellor	Sub School Leader Assistant Principal: Student Wellbeing
Class Work Issues – homework, tests, assignments, due dates, assessment, behaviour	Subject Teacher	Sub School Leader (behaviour) Learning Area Leader
Quality of Teaching / Learning	Subject Teacher / Learning Area Leader	Principal
Timetabling / Subject Offering	Sub School Leader	Director of Studies

Sub School Leaders			
Year Level	Sub School Leader	Sub School Support	Executive Leader
8	Kylie Johnson kylie.johnson@gihs.sa.edu.au Paul Mildren paul.mildren@gihs.sa.edu.au	Ben Miels ben.miels@gihs.sa.edu.au	Ben Phillips – Director of Studies ben.phillips@gihs.sa.edu.au
9	Kyra Staak kyra.staak@gihs.sa.edu.au	Laura Betteridge laura.betteridge@gihs.sa.edu.au	Nick Fowler – Senior Leader nick.fowler@gihs.sa.edu.au
10	Andy Mewett andy.mewett@gihs.sa.edu.au	Alex Turnbull alex.turnbull@gihs.sa.edu.au	Natasa Penna - Assistant Principal natasa.penna@gihs.sa.edu.au
11	Gennaro Marino gennaro.marino@gihs.sa.edu.au	Pauline Akele pauline.akele@gihs.sa.edu.au	Amanda Walsh - Assistant Principal amanda.walsh@gihs.sa.edu.au
12	Scott Townsend scott.townsend@gihs.sa.edu.au	Anna De Minico anna.deminico@gihs.sa.edu.au	Jeremy Cogan - Deputy Principal jeremy.cogan@gihs.sa.edu.au

Principal Contact Details	Wendy Johnson Email: wendy.johnson@gihs.sa.edu.au Phone: 8379 5629
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A face-to-face meeting will be organised at a mutually convenient time. Families are invited to bring a support person if required to the meeting. Please refer to attachment for relevant school leader contact details.

Please refer to website for teacher contact details
<http://www.gihs.sa.edu.au/community/staff/staff-contact-details>



Consumer Complaints Management & Resolutions Flowchart

Please refer to the following link

<https://www.decd.sa.gov.au/department/about-department/contact-department/feedback-and-complaints-about-school-or-preschool>

We expect at least 90% of concerns to be resolved by your first contact

