

2020 Parent / Caregiver Concern: Who to Contact?

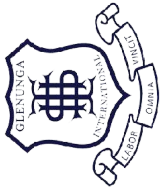
Issue	First Level of Responsibility	Second Level of Responsibility
Mentor Teacher issues – attendance, lateness to school, uniform, behaviour, wellbeing	Mentor Teacher (Year 8 – 12) Wellbeing Team	Sub School Leader Assistant Principal: Student Wellbeing
Class Work Issues – homework, tests, assignments, due dates, assessment, behaviour	Subject Teacher	Learning Area Leader Sub School Leader
Quality of Teaching / Learning	Subject Teacher / Learning Area Leader	Principal
Timetabling / Subject Offering	Sub School Leader	Director of Studies
Student Attendance / Absences	Student Services Office student.absences@gihs.sa.edu.au	

Sub School Leaders			
Year Level	Sub School Leader	Sub School Support	Executive Leader
8	Paul Mildren paul.mildren@gihs.sa.edu.au Kyra Staak kyra.staak@gihs.sa.edu.au	Nikita De Gregorio nikita.degregorio@gihs.sa.edu.au	Tim Kloeden – Director of Studies tim.kloeden@gihs.sa.edu.au
9	Justine Higginson justine.higginson@gihs.sa.edu.au	Wendy Ladner wendy.ladner@gihs.sa.edu.au	Nick Fowler – Senior Leader nick.fowler@gihs.sa.edu.au
10	Sarah Mansfield sarah.mansfield@gihs.sa.edu.au	Alex Turnbull alex.turnbull@gihs.sa.edu.au	Caterina Davis - Assistant Principal caterina.davis@gihs.sa.edu.au
11	Despoina Cameron despoina.cameron@gihs.edu.au	Pauline Akele pauline.akele@gihs.sa.edu.au	Natasa Penna - Assistant Principal natasa.penna@gihs.sa.edu.au
12	Tristan Vasilunas tristan.vasilunas@gihs.sa.edu.au	Sue Armfield Sue.armfield@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
----------------------------------	---

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
<https://gihs.sa.edu.au/parents/staff-contacts-2/>



Consumer Complaints Management & Resolutions Flowchart

Information on raising a complaint with the Department for Education is available on the Contact Us page of the GIHS website

We expect at least 95% of concerns to be resolved by your first contact

