



# Aberfoyle Park High School

## 2025 Raising a Complaint or Concern

### WHO DO I CONTACT?

Information about the complaint process for the Department of Education can be found [here](#).

Issue	First Level of Responsibility	Second Level of Responsibility
<b>Care Group Issues:</b> <ul style="list-style-type: none"> <li>▪ Attendance</li> <li>▪ Lateness to school</li> <li>▪ Uniform</li> </ul>	Year 7 to 12 Care Group Teacher  Student Wellbeing Leader	Year Level Leader  Assistant Principal Middle School (Year 7 to 9)  Assistant Principal Senior School (Year 10 to 12)
<b>Support Issues:</b> <ul style="list-style-type: none"> <li>▪ Homework</li> <li>▪ Assessment tasks</li> <li>▪ Due dates</li> <li>▪ Assessment results</li> <li>▪ Behaviour</li> </ul>	Subject Teacher	Year Level Leader (behaviour)  Curriculum Leader (all other concerns)
<b>Quality of Teaching and Learning</b>	Subject Teacher  Curriculum Leader	Deputy Principal  Principal
<b>Timetabling / Subject offerings</b>	Year Level Leader  Student Wellbeing Leader	Assistant Principal Timetable

	Year Level Leaders	Executive Leader
Year 7	Vanessa Ingram	Laryssa Montgomery
Year 8	Michelle Stephens	Laryssa Montgomery
Year 9	Shauna Thompson	Laryssa Montgomery
Year 10	Brooke Nykiel	Julie Mohtasham
Year 11	Chris Jones	Julie Mohtasham
Year 12	Harmony Fenoughty	Julie Mohtasham

<b>Principal Contact Details</b>	Cassie Dickeson Email: <a href="mailto:cassie.dickeson944@schools.sa.edu.au">cassie.dickeson944@schools.sa.edu.au</a> Phone: 8270 4455
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<b>Deputy Principal Contact Details</b>	Fran Charlton Email: <a href="mailto:fran.charlton288@schools.sa.edu.au">fran.charlton288@schools.sa.edu.au</a> Phone: 8270 4455
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Please refer to the website for teacher contact details: [www.aphs.sa.edu.au](http://www.aphs.sa.edu.au).

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.



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## Our school complaints management & resolutions flowchart

Please refer to the following link: [Department for Education - feedback and complaints process](#)

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

