

Process

- The following process is used to support members of the Seymour College community to give feedback, make a suggestion, register a concern or lodge a complaint about the College's services, systems, practices and procedures.

Policy

- Refer to the Feedback, Suggestions, Concerns and Complaints Policy at www.seymour.sa.edu.au/assets/2019-general-uploads/Feedback-SuggestionsConcerns-and-Complaints-Policy.pdf

Lodge

- Contact the College by:
 - completing the online form at www.seymour.sa.edu.au/feedback or
 - email us at feedback@seymour.sa.edu.au; or
 - telephoning the Community Liaison Coordinator on 8303 9072 or the Deputy Principal or Principal on 8303 9000.

Response

- The College will promptly acknowledge receipt of feedback, suggestions, concerns and complaints within 48 hours and respond, if required, within 30 days of receipt dependent on the complexity of the matter.