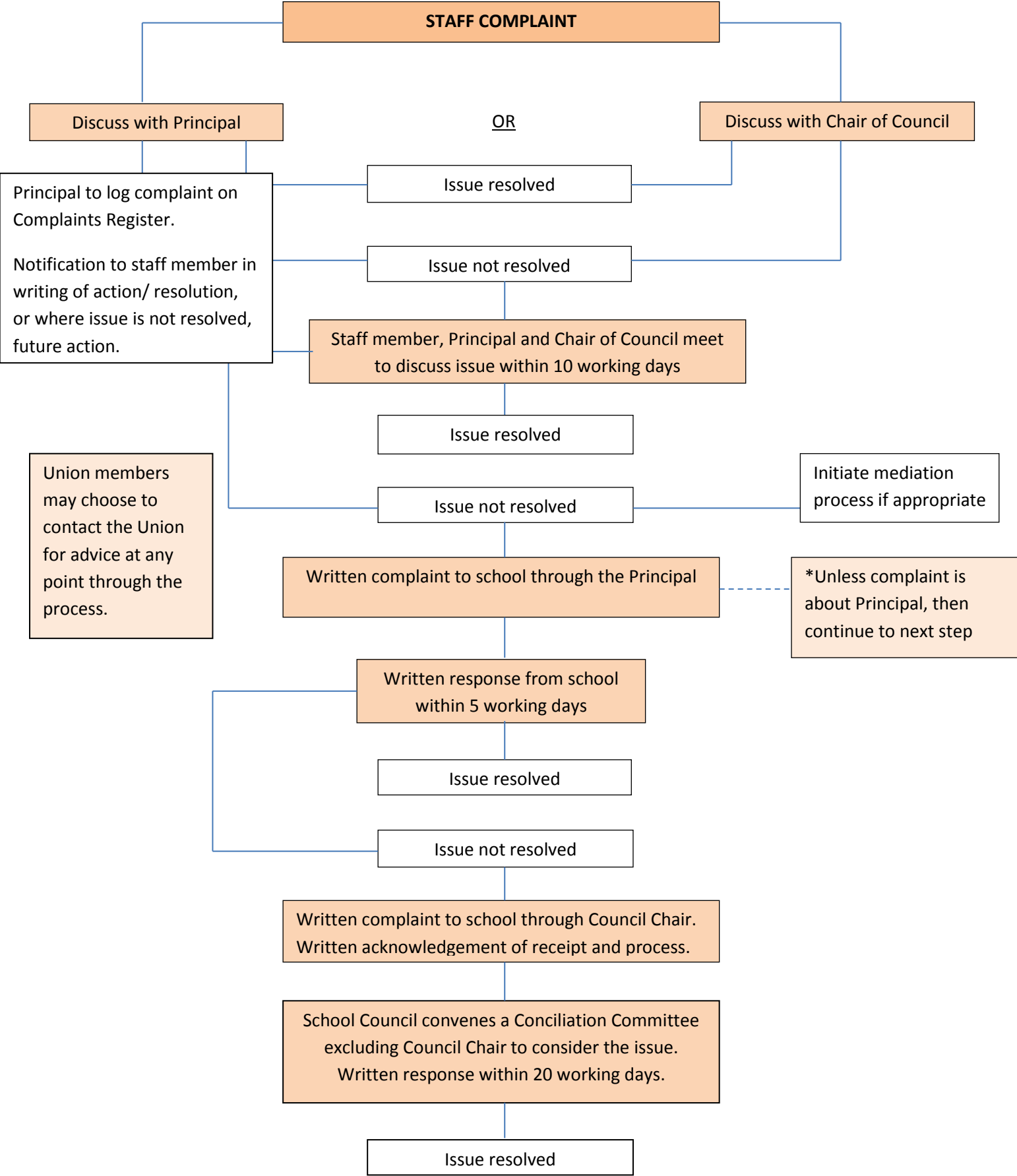
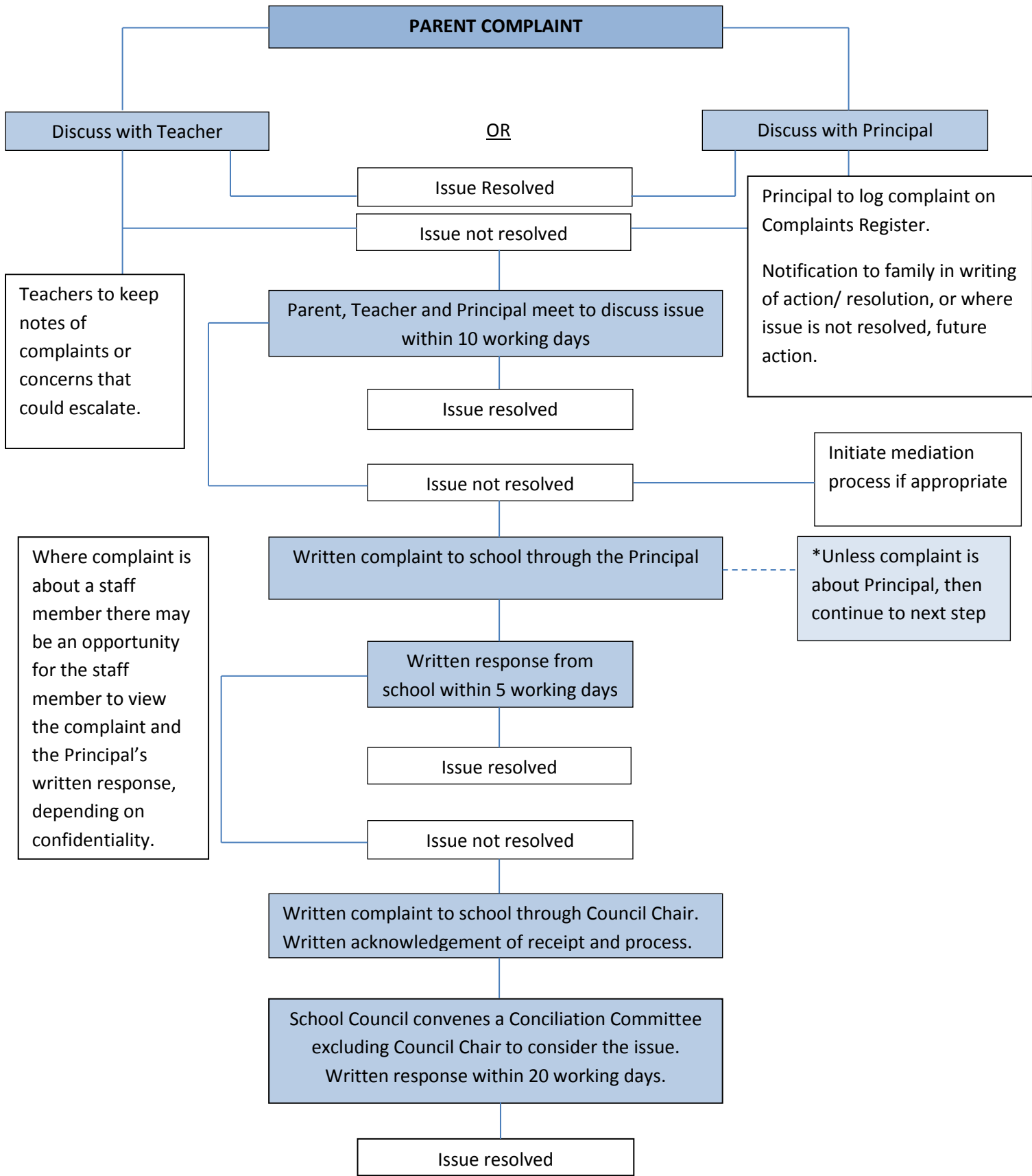


Complaints Policy and Procedure Flow Chart

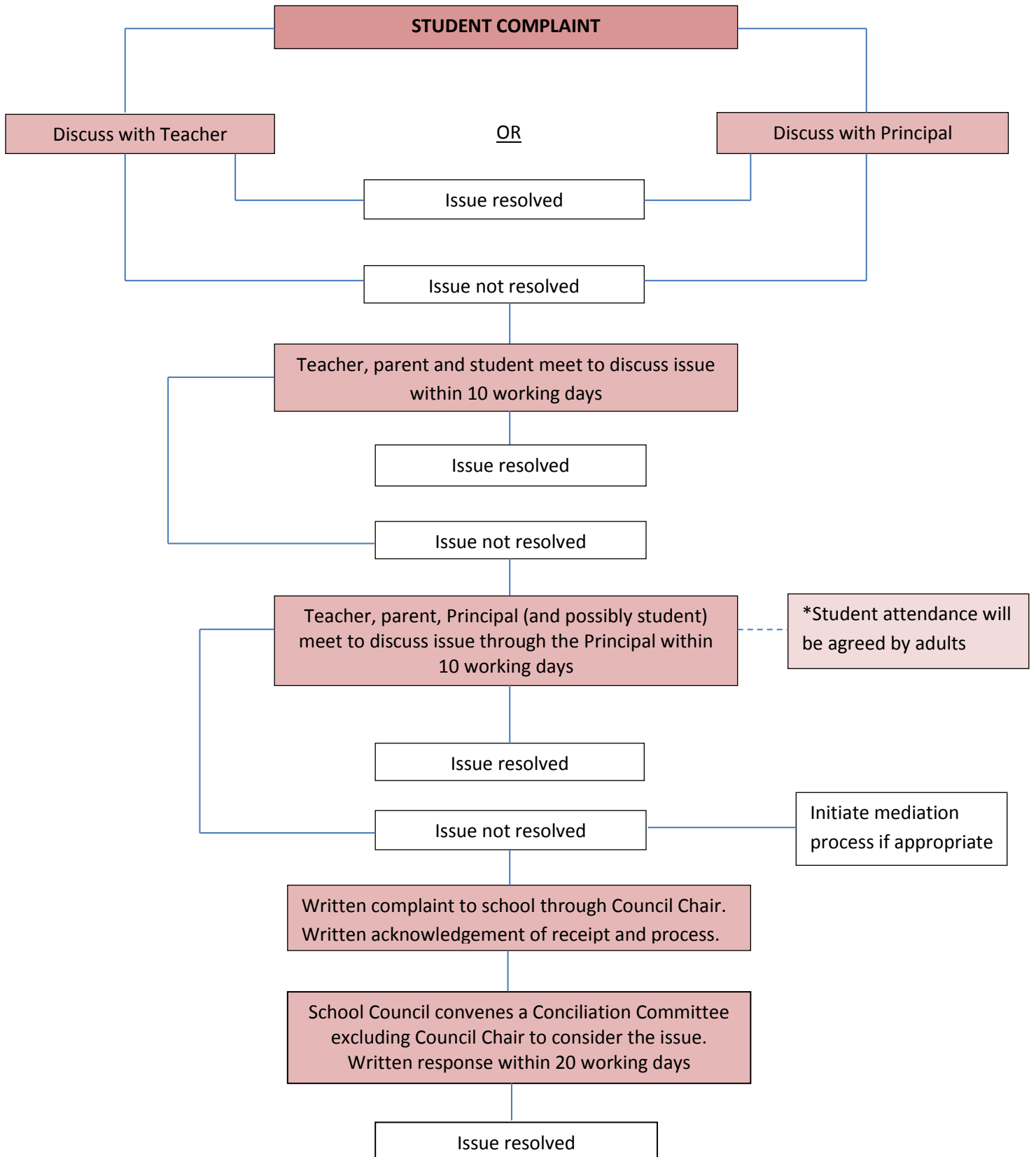


Complaints Policy and Procedure Flow Chart

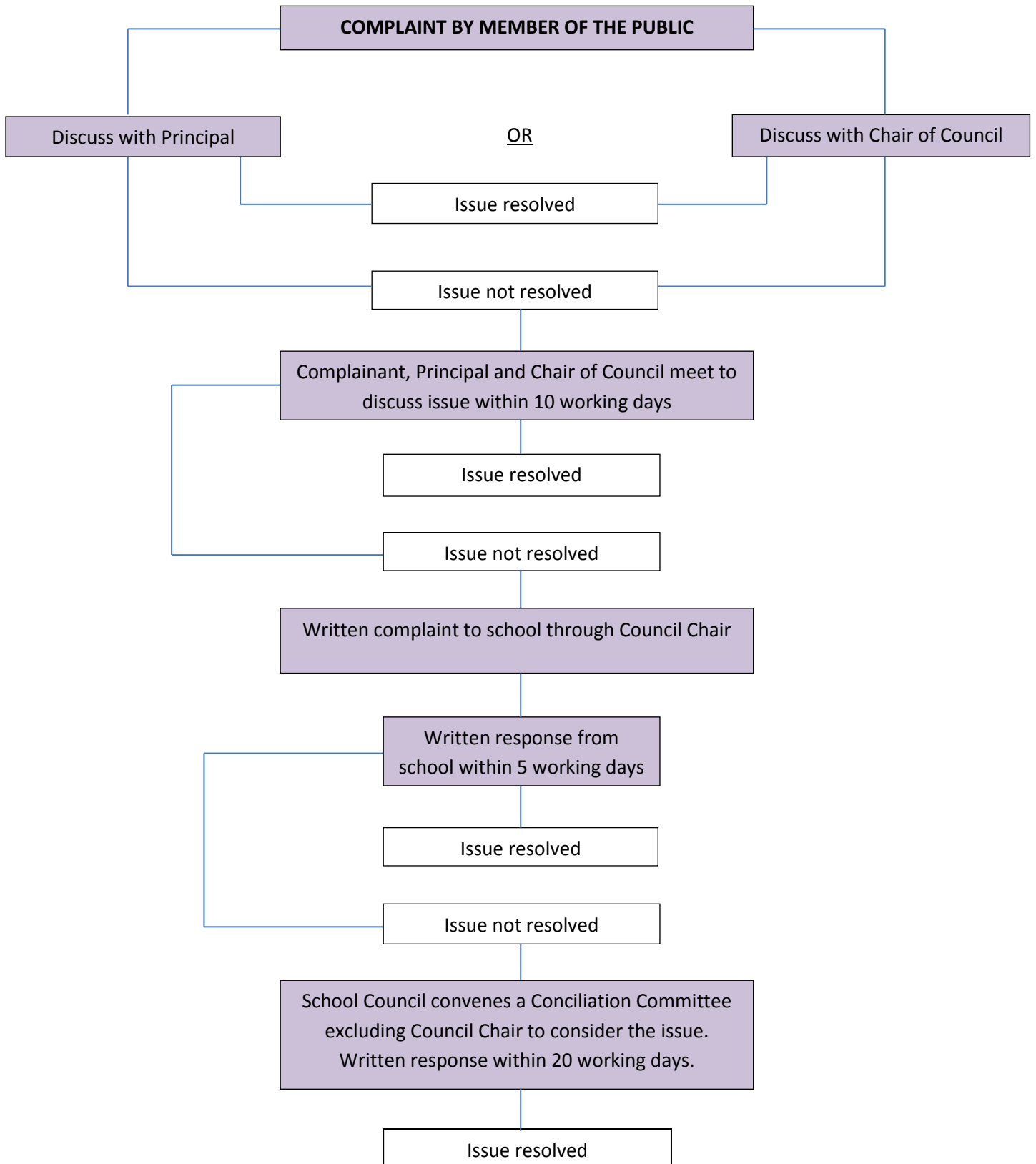


Note: For the families of full fee paying international students, an International Student Conciliator employed by the Department of Education Services is available to assist in the resolution of any issues through mediation and conciliation, complementary to the School's internal complaints process. Contact details are provided on the Information for Parents bulletin and in the Complaints Policy and Procedures or are available at the Office.

Complaints Policy and Procedure Flow Chart



Complaints Policy and Procedure Flow Chart



GRIEVANCE PROCEDURE FLOW CHART

Once a complaints procedure has been initiated and completed **without the issue being resolved**, the Chair of the School Council will then commence the Grievance Procedure.

