



When differences of opinion or differences in behaviour cause offence or misunderstanding, individuals or groups should firstly attempt to resolve issues through open and honest dialogue and an informal grievance process.

If **not** satisfactorily resolved, then

Lodge a written grievance or complaint using the [Formal Grievance Form](#)

The College will:

- accept receipt to complainant
- formally record the form
- contact the complainant for an opportunity for further

Complaints about the Principal should be directed to the Chair of the school's governing body:
chair@mlc.wa.edu.au

Lodge a written grievance or complaint using the [Formal Grievance Form](#).

THE PRINCIPAL WILL WILL DECIDE HOW TO BEST ADDRESS THE GRIEVANCE

INTERNALLY

The Principal will consider all the material obtained from the determined internal review process and will determine if any further action may be necessary.

The decision of the Principal is the end of the internal review process

EXTERNALLY APPOINTMENT OF EXTERNAL REVIEWER

The Principal will consider all the material obtained from the external review process and will determine if any further action may be necessary.

The decision of the Principal is the end of the review process

THE PRINCIPAL WILL COMMUNICATE THE DECISION AND ACTIONS DETERMINED TO THE COMPLAINANT

If not satisfactorily resolved, then

CONTACT BOARD CHAIR FOR REVIEW OF PRINCIPAL'S DECISION

The Director General of the Department of Education is responsible for ensuring that the school observes the registration standards, including the standard about its complaints handling system. Any student, parent or community member is entitled to contact the Director General with concerns about how the school has dealt with a complaint. Information is available on the Department of Education website. While the Director General may consider whether the school has breached the registration standards, she does not have power to intervene in a complaint or override the school's decision.'