



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. Concerns or complaints about College Management (including the Principal) should be directed to the Principal as a first point of contact.

If **not** satisfactorily resolved, then

Contact a staff member directly.
e.g Class teacher, Mentor

If **not** satisfactorily resolved, then

You can speak with, meet with or write to a senior member of Leadership (Head of Year or Department, as appropriate)

If **not** satisfactorily resolved, then

You can speak with, meet with or write to a senior member of Leadership (Deputy/ Principal or Director or Boarding or Director of Teaching and Learning, as appropriate)

If **not** satisfactorily resolved, then

[Contact the Principal.](#)

The Principal determines how the College will proceed further with the issue

If **not** satisfactorily resolved, then

Contact Board Chair for review of Principal's decision: chair@mlc.wa.edu.au

If **not** satisfactorily resolved, then

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