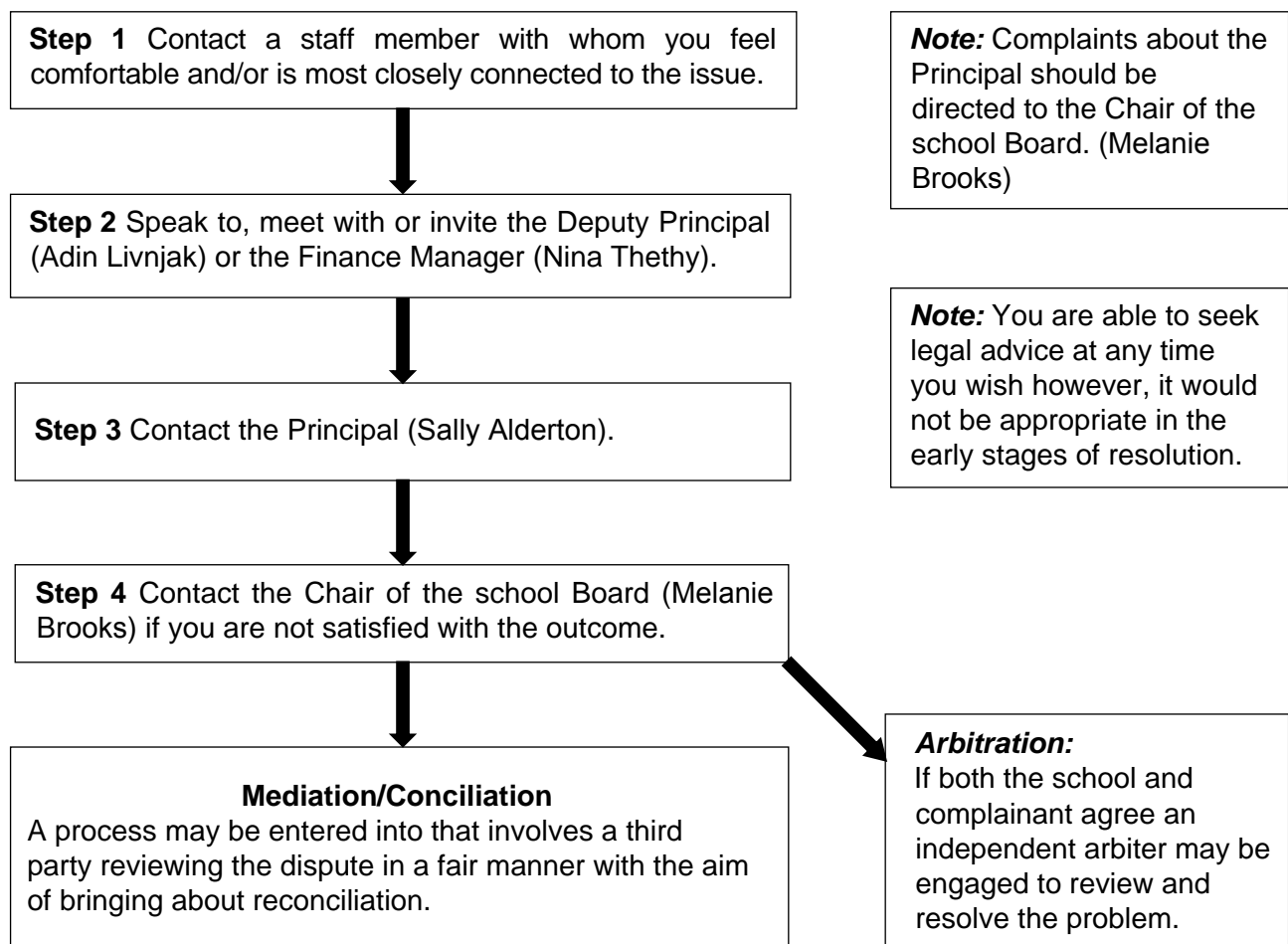




### Complaints Flowchart

At each step in the process, every attempt will be made to address your concerns or complaint. Records will be kept of all concerns and complaints, to help the Principal and the Board to address the underlying causes of any recurring matters.



**Note:** Any student, parent or community member is entitled to contact the Director General of the Department of Education 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 the power to intervene in a complaint or override the School's decision.