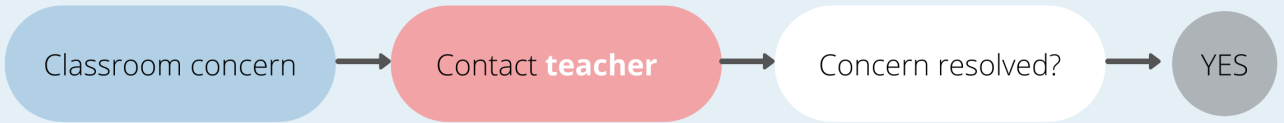




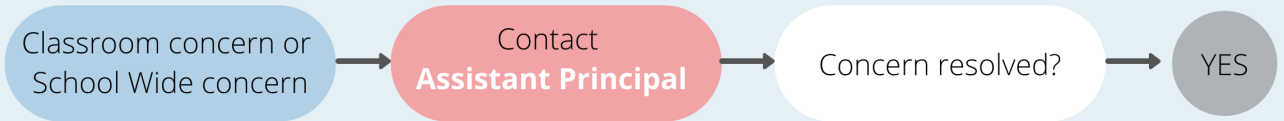
Compliments, Feedback and Complaints Policy Flow Chart

School

Parent complaints are to be addressed by the school in the first instance



If not resolved, proceed to next level



If not resolved, proceed to next level



9354 1660



coburg.north.ps@education.vic.gov.au

If your concern has not been addressed at a school level, please proceed to the Region Level

Region



The region will assess the complaint, which will result in the following decisions:

- Allow more time for resolution at the school
- Provide assistance to reach a resolution through regional support
- Undertake a regional review
- Arrange for an independent investigation



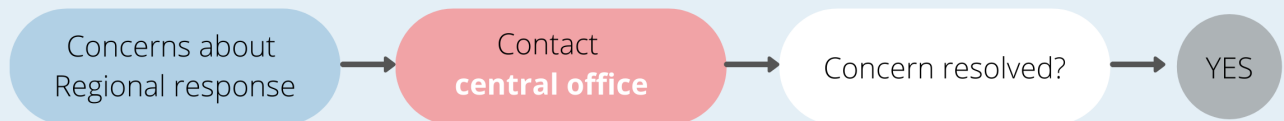
1300 338 691



nwr@education.vic.gov.au

If your concern has not been addressed at a regional level, please proceed to the Central Office Level

Central Office



The office will assess the complaint, which will result in the following decisions:

- Allow more time for resolution at the school or regional level
- Refer the complaint to School Operations and Governance Unit for a process review



9367 2000

When a complainant is dissatisfied with the outcome or response to their complaint the matter can be referred to the Victorian Ombudsman.