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## PURPOSE

The purpose of this policy is to:

- provide an outline of the complaints process at Melbourne High School so that students, parents and members of the community are informed of how they can raise complaints or concerns about issues arising at our school
- ensure that all complaints and concerns regarding Melbourne High School are managed in a timely, effective, fair and respectful manner.

This policy relates to complaints brought by students,

- be focused on resolution

Melbourne High School encourages parents, carers or members of the community who may wish to submit a complaint to:

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Melbourne High School may also refer a complaint to the South Eastern Regional Office if we believe that we have done all we can to address the complaint.

For more information about the Department's