MAZENOD COLLEGE

Complaints resolution pathway

Complaint received

- In person
- By phone
- Using online form

Acknowledged within two working days, unless no response required

STEP 1:
Local resolution
All issues or disputes must be addressed in the first instance at the school level between the parties directly involved

Teaching Staff/ Administration Staff → Resolved → Yes
Resolved → No → Head of Year / Head of Department / Director / College Leadership Team → Resolved → Yes
Resolved → No

Completed within agreed timeline

STEP 2:
Principal informal resolution
Where the parties directly involved cannot reach a resolution, the Principal will then assist in the resolution of the matter

Principal Informal resolution → Resolved → Yes
Resolved → No

Completed within agreed timeline

STEP 3:
Principal formal resolution
When informal resolution fails or when the Principal decides to move to a formal resolution process

Principal Formal resolution → Resolved → Yes
Resolved → No

Completed within agreed timeline

STEP 4:
Appeal Process
Where an appeal to the Provincial is lodged by the complainant.

Refer to Policy Section 7, Step 4.

Provincial