



ST JUDE'S CATHOLIC PRIMARY SCHOOL

PARENT DISPUTE AND COMPLAINT RESOLUTION PROCEDURE

Majority of issues causing concern can be handled quickly and in an informal manner. We encourage you to follow these steps if you have a dispute or complaint.

I HAVE A COMPLAINT OR CONCERN

Does this matter involve immediate risk to the safety of a student?

No

1

Raise the matter with the relevant staff member (eg. class teacher)

Was the issue addressed to your satisfaction?

No

Consult the **Complaints Officer**
Mr Graham Maher
PH: 6350 2500
graham.maher@cewa.edu.au



Was the issue addressed to your satisfaction?

Yes

No

No Further Action

Consult Principal (See **2**)

Yes

2

Consult the **Principal**
admin@stjudes.wa.edu.au
PH: 6350 2500

Was the issue addressed to your satisfaction?

No

If there is no likelihood that it can be resolved directly with the Principal, refer the complaint or dispute to Catholic Education Western Australia Limited.

To view our Dispute and Complaints Policy, please scan the QR code.



We value your feedback, please send us an email to admin@stjudes.wa.edu.au

WE ARE COMMITTED TO HANDLING COMPLAINTS AND CONCERNS EFFECTIVELY AND EFFICIENTLY.