

# DIVINE MERCY COLLEGE

## Complaints Procedure



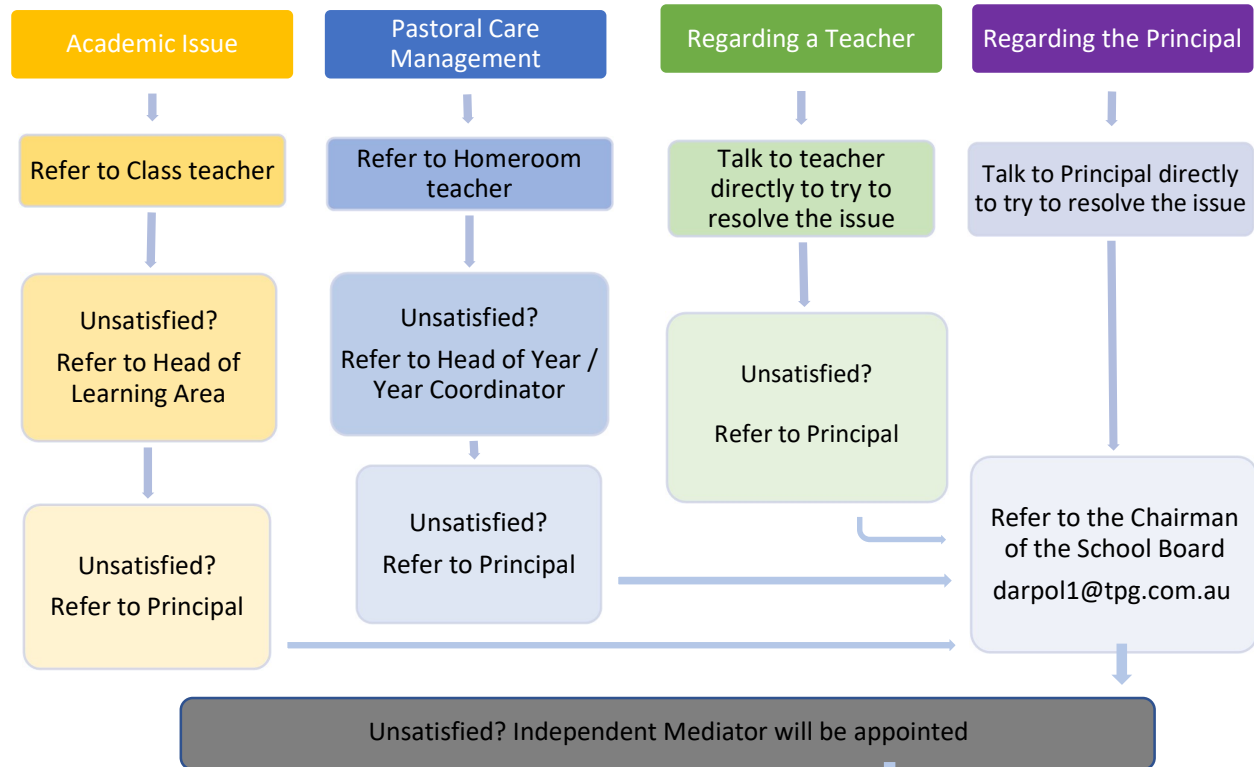
### Parents and Students

Divine Mercy College welcomes suggestions and comments from students and parents and takes complaints seriously. A complaint will be treated as an expression of genuine dissatisfaction that needs a response. All complaints are "confidential".

Contact the school via email [dmcadmin@arach.net.au](mailto:dmcadmin@arach.net.au) or phone 9417 3267 and be clear as possible about

- what is troubling you
- the nature of the complaint

### Complaint or Concern



To fulfill School Registration Standards and Legal Obligations External Agencies will be notified when required by Principal or Chairperson of the School Board.