



# Mater Dei

Catholic Primary School - Wagga Wagga

Reviewed 2019

## One in Spirit

### **Complaints and Grievances**

#### **Vision and Mission Statement**

Parents/students with a complaint are encouraged in the first instance to contact their class teacher or supervising teacher. If the need then arises, contact with the Principal and Catholic Education Diocese of Wagga Wagga may be appropriate.

Staff members with a complaint are advised to follow the steps set out in the Staff Code of Conduct policy in the first instance. Contact with the Catholic Education Diocese of Wagga Wagga may then be appropriate.

Mater Dei Primary School follows the [Complaints & Suggestions Policy](#) and The [Complaint Handling Procedures](#) of Catholic Education Diocese of Wagga Wagga.

This policy is to be reviewed in 2023