Catholic Education Melbourne Complaint Flowchart

School

Classroom complaint

Parent, guardian, carer or student complaints are addressed by the school in the first instance.

Contact teacher

In larger schools, if the matter is not resolved with the teacher, you could be asked to speak with a year level coordinator or home group teacher. Check your school's complaint procedures.

Complaint resolved?

YES | NO

School-wide complaint

Contact principal

The principal might ask another staff member to help you or ask you to speak with your child's teacher if you haven't done this already.

Complaint resolved?

YES | NO

CEM Regional Office

For complaints about the principal of a school

Contact the relevant CEM Regional Office

EASTERN: 03 9427 6400
manager.ero@cem.edu.au
NORTHERN: 03 8387 3200
manager.nro@cem.edu.au
SOUTHERN: 03 8301 7400
manager.sro@cem.edu.au
WESTERN: 03 8412 2400
manager.wro@cem.edu.au
OR **www.cem.edu.au**
(Contact us / Feedback / Complaints / RESOLVE form)

The CEM regional office will assess the complaint, which may result in the following decisions:

- allow more time for resolution at the school
- provide assistance to reach a resolution through the appropriate CEM regional support
- arrange for an independent investigation.

Complaint resolved?

YES | NO

CEM – East Melbourne

Contact Catholic Education Melbourne – East Melbourne

www.cem.edu.au
(Contact us / Feedback / Complaints / RESOLVE form)

The complaint will be assessed, which may result in the following decisions:

- allow more time for resolution at the relevant CEM regional office
- provide assistance to reach a solution through regional support
- refer to external agencies where appropriate
- arrange for an independent investigation.

Complaint resolved/finalised

Advise complainant of outcome