



**ST AUGUSTINE'S PRIMARY SCHOOL**  
34 Gladstone Road  
RIVERVALE WA 6103

## **DISPUTE OR COMPLAINT POLICY**

### OVERVIEW OF PROCEDURES:

- \* All issues of dispute or complaint must be addressed in the first instance at the school level.
- \* Where the parties are having difficulty achieving a resolution at the school level, they may request the assistance of the *Director of Catholic Education* or *Congregational Leader*.
- \* Any part may appeal the Principal's decision to the *Director of Catholic Education* who will then in turn, review the decision.
- \* Any party may appeal the *Director of Catholic Education's* decision to the *Minister of Education*. The Minister for Education will review the process utilised to resolve the dispute or complaint but will not review the merits of the matter.
- \* Catholic Education Office address:

50 Ruislip Street,  
Leederville  
WA 6007

Telephone Number: 9212 9212