**Parent procedure for concerns, complaints or grievances**

**Raise concern with student’s**

**Teacher Advisor (TA)**

**TA to conduct investigation**

**TA to advise parent of outcome**

**Not**

**Resolved**

**Resolved**

**TA to record details of the incident on SIMON**

**TA to refer the issue to student’s House Leader**

**House Leader conducts investigation**

**Not**

**Resolved**

**Resolved**

**House Leader to refer**

**the matter to Leadership**

**Leadership Member**

**conducts investigation**

**Support may be requested from Catholic Education Ballarat**

**or Kildare Ministries**

**House Leader to record details of the incident on SIMON**

**House Leader to advise parent of outcome**

**Not**

**Resolved**

**Resolved**

**Leadership member to record details of the incident on SIMON**

**House Leader and TA advised of outcome**

**Parent advised of outcome**

**Refer parent to Catholic Education Ballarat**

**or**

**Kildare Ministries for further assistance**