MAZENOD COLLEGE

# Complaints resolution pathway

**Complaint received**
- In person
- By phone
- Using online form

*Acknowledged within two working days, unless no response required*

**STEP 1:**
**Local resolution**
All issues or disputes must be addressed in the first instance at the school level between the parties directly involved

Teaching Staff/ Administration Staff → Resolved → Yes
Resolved → No → Head of Year / Head of Department / Director / College Leadership Team → Resolved → Yes
Resolved → No

*Completed within agreed timeline*

**STEP 2:**
**Principal informal resolution**
Where the parties directly involved cannot reach a resolution, the Principal will then assist in the resolution of the matter

Principal Informal resolution → Resolved → Yes
Resolved → No

*Completed within agreed timeline*

**STEP 3:**
**Principal formal resolution**
When informal resolution fails or when the Principal decides to move to a formal resolution process

Principal Formal resolution → Resolved → Yes
Resolved → No

*Completed within agreed timeline*

**STEP 4:**
**Appeal Process**
Where an appeal to the Provincial Leader of the Oblates is lodged by the complainant

**Provincial Leader of Oblate**