



Complaints Process – Information for Our School Community

Informal Complaints Resolution

Many issues in our College can be handled quickly and in an informal manner. In most instances, they can be resolved through informal discussions with the immediate parties involved.

Even if a complaint can be resolved informally, our College staff are required to keep a record of the complaint and, where warranted, bring the complaint to the attention of the College Leadership Team.

How Do I Make a Formal Complaint?

If you have been unable to resolve a matter informally, or simply wish to make a formal complaint, you can do so by contacting a member of the College Leadership Team by phone and/or email:

College Telephone

(08) 9449 0601

College Email

lasalle@lasalle.wa.edu.au

Our Internal Complaints Handling Process

Step 1 – All formal complaints will be brought to the attention of the Principal and logged on the College's complaints register. Where a complaint is levelled against the Principal, you can submit your complaint to our School Improvement Advisor at CEWA Ltd (John Aldous – john.aldous@cewa.edu.au), and/or submit your complaint in writing to the Executive Director of Catholic Education Western Australia (CEWA) Ltd – debra.sayce@cewa.edu.au or PO Box 198, Leederville WA 6907.

Step 2 – All complaints will be acknowledged in writing as soon as practicable, and allocated a status, priority and target resolution date.

Step 3 – The Principal or a member of the College's Leadership Team will investigate the issues raised. They may seek additional information, and/or external advice or support. The investigation of all complaints adheres to the rules of procedural fairness.

Step 4 – Following the investigation, a determination is made. The Principal or member of the College’s Leadership Team provide a written response to the complainant, including the determination made and reason(s) for the decision. If the response is accepted, the matter will be closed.

Step 5 – All complaints received will be entered onto the College’s complaints register for ongoing monitoring and continuous improvement. Where appropriate, corrective action(s) will be taken to address any systemic failures revealed throughout the reporting and analysis of complaints.

Step 6 – If the matter remains unresolved, the complainant may pursue external resolution through our School Improvement Advisor at CEWA Ltd (John Aldous – john.aldous@cewa.edu.au), and/or submit your complaint in writing to the Executive Director of Catholic Education Western Australia (CEWA) Ltd – debra.sayce@cewa.edu.au or PO Box 198, Leederville WA 6907.