



# COMPLAINTS POLICY

The purpose of this policy is to:

- provide an outline of the complaints process at Mirboo North Secondary College so that students, parents and members of the community are informed of how they can raise complaints or concerns about issues arising at our school
- ensure that all complaints and concerns regarding Mirboo North Secondary College are managed in a timely, effective, fair and respectful manner.

[Complaints-Policy.pdf](#)