Our Lady’s College
Parental Grievance Process

Parents: If you have a problem that needs to be resolved through the school involving either a subject issue, pastoral issue or other school related issue, please work through the stages outlined below.

- **Individual Teacher**
  - First of all, discuss the issue with the individual teacher involved.

- **Coordinator**
  - If the issue is unable to be resolved, make contact with the relevant Subject or Pastoral Coordinator about the issue.

- **APA or Deputy**
  - If unhappy with the outcome, approach the APA (for curriculum matters) or Deputy Principal (for pastoral matters) about the issue.

- **College Principal**
  - If the issue is unable to be resolved, make contact with the College Principal.

- **Area Supervisor**
  - If the issue is unable to be resolved at the school level, the appropriate contact in BCE is the relevant Area Supervisor.