# G12.0 Complaints Management Procedure

Flowchart – Updated August 2026

**STEP 1: Complaint Received**

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Complaint is received by MEL (directly or indirectly) from a student, parent/guardian/carer or community member

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**STEP 2: Initial Triage & Classification**

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***Is this a complaint within scope of Policy G12.0?***

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|---|---|
| **YES – Proceed under this Policy** | **NO – Refer to appropriate policy/process (child safety, whistleblower, employment, criminal etc.)** |

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***Classify the complaint type:***

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| **Child Safeguarding Issue → Refer immediately to MEL Child Safeguarding policy & mandatory reporting obligations** | **Whistleblower Disclosure → Refer to MEL Whistleblower Policy G7.0** | **Misconduct / Serious Misconduct → Report to Principal or relevant line manager** |

***General Complaint – continue below:***

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**STEP 3: Local Resolution (College Level)**

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Complaint referred to College Principal or relevant College leader for resolution at the College level (consistent with principle of subsidiarity)

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| **Issue RESOLVED at College level → Document outcome and close complaint** | **Issue NOT RESOLVED at College level → Escalate to MEL National Office** |

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**STEP 4: Escalation to MEL National Office**

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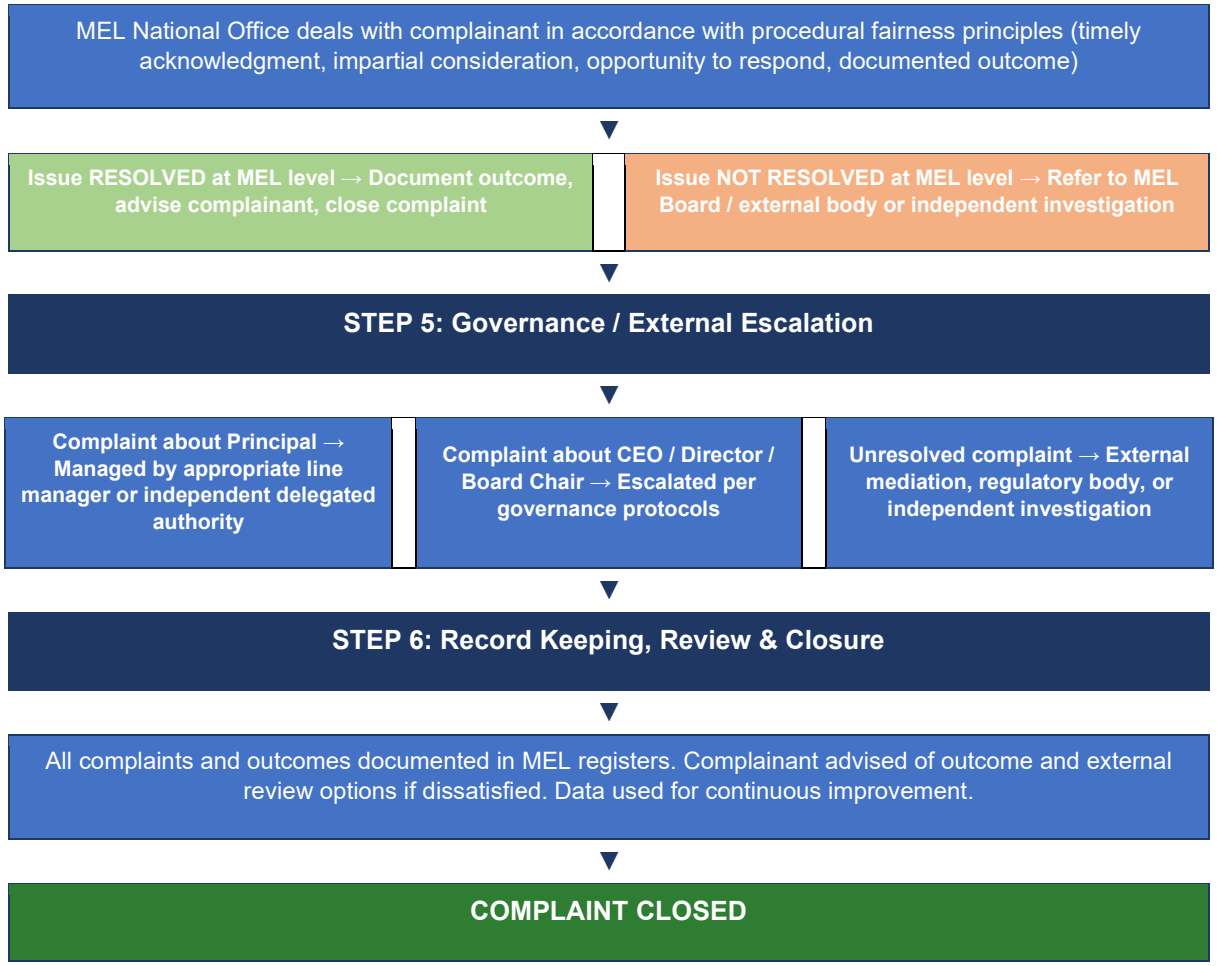


At all stages: maintain confidentiality, ensure safety of all parties (especially children), apply procedural fairness, provide support to complainant and subject of complaint, and comply with mandatory reporting obligations.