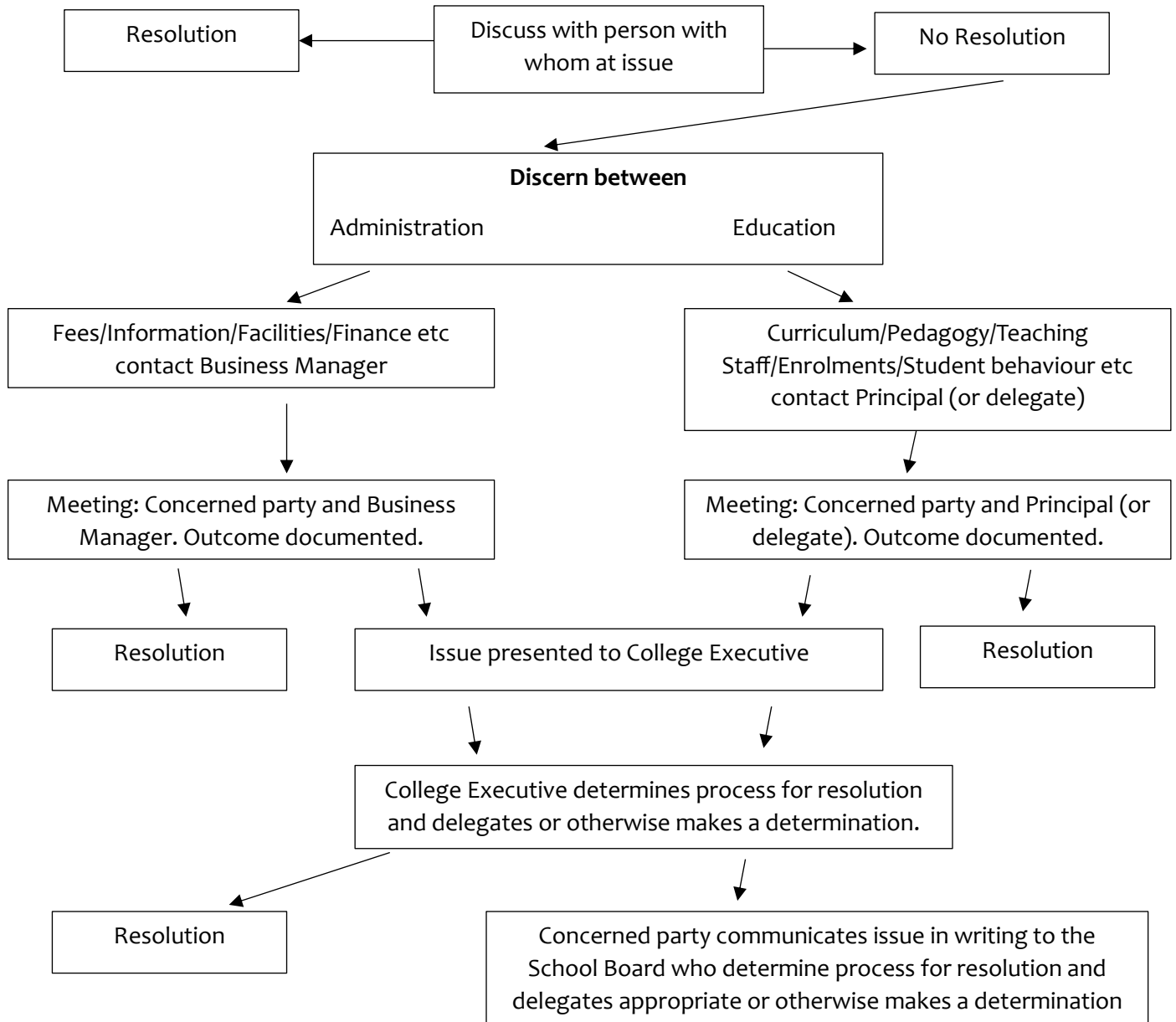


## PARENT AND COMMUNITY ISSUE RESOLUTION PROCESS



The focus throughout this process is the safety and well-being of all children and young people.

Mediation can be sought at any step in the resolution process

Community members have the right to seek legal advice at any stage of the resolution process

Confidentiality is maintained as per the Complaints Management Policy and Procedure

This procedure summarises key communication steps as per the 2023 Complaints Management Policy and Procedure which can be viewed on our website.