



# COMPLAINTS AND APPEALS PROCEDURE



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accommodate the student. Under these circumstances it is preferable, and an expectation, that a parent or guardian fly to Perth as soon as possible to discuss and resolve the situation.

The College will await the outcome of the appeals process before notifying the Department of Education through PRISMS of the change to the student enrolment. The student will only be reported in PRISMS after:

- The internal process has been completed and the breach has been upheld;
- The student has chosen not to access the internal complaints and appeals process within the 20 working day period;
- The student withdraws from Wesley College (in writing).

Following the internal complaints process, if the student (and family) is not satisfied with the outcome or the