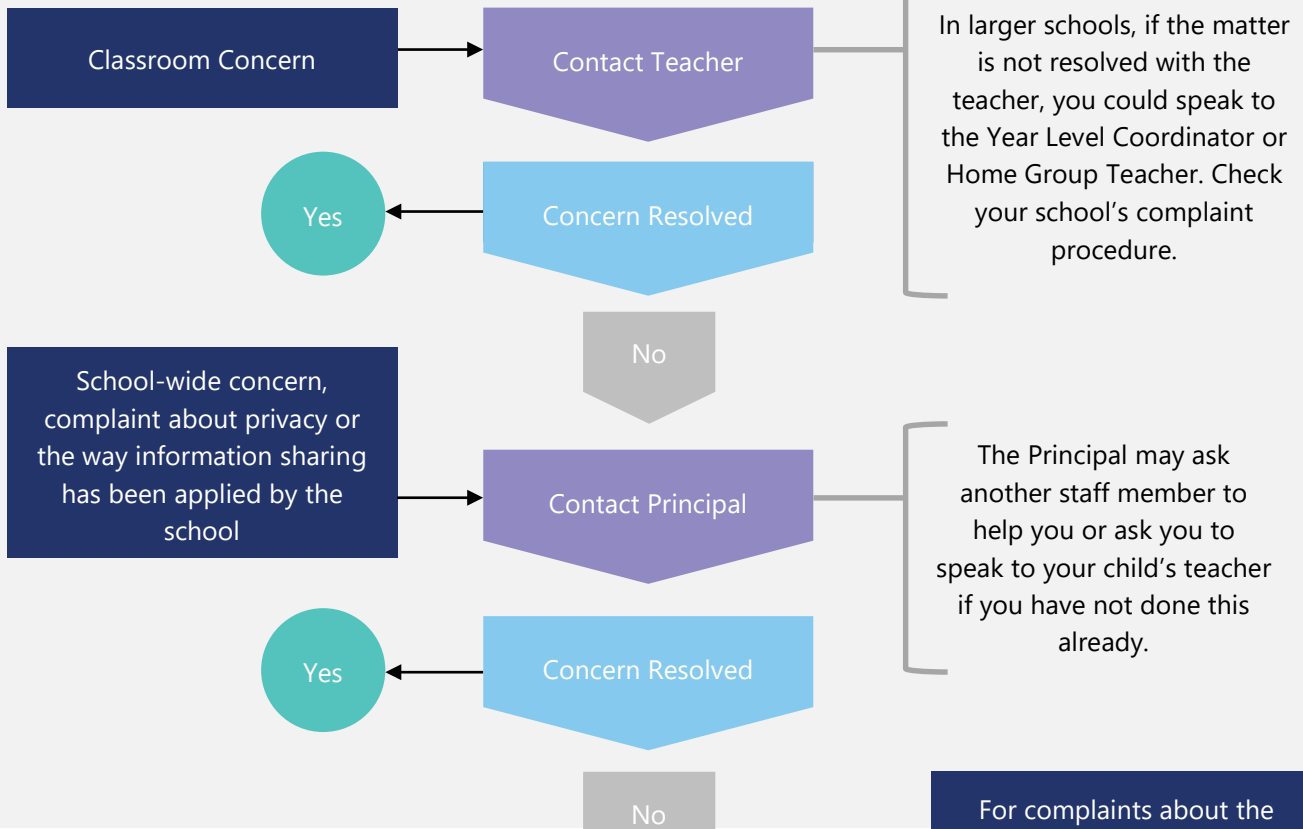
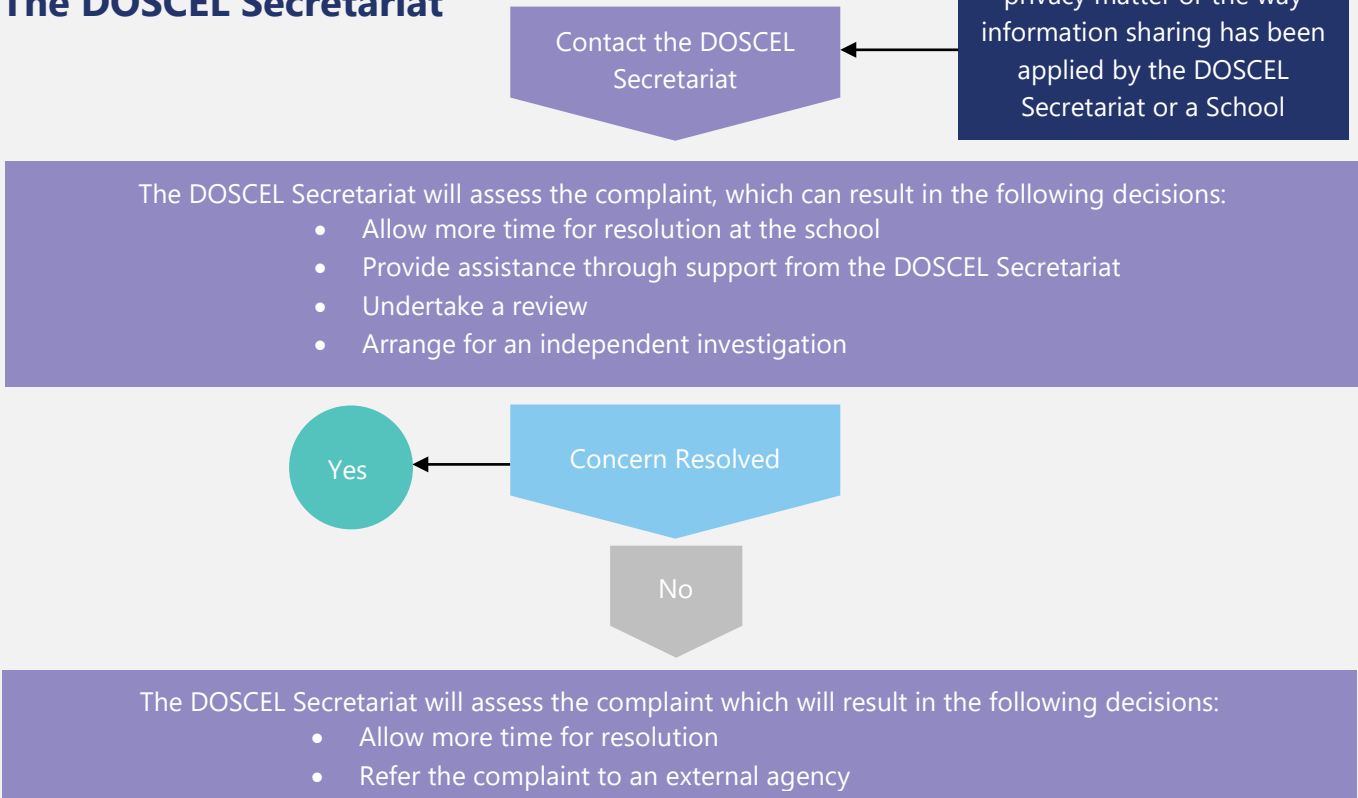


# Complaints and Grievances Management Procedure

## School



## The DOSCEL Secretariat



**Concern Resolved / Finalised**

When a complainant is dissatisfied with the outcome or response to their complaint the matter can be referred to an external agency. Privacy or information sharing complaints may be referred to the Office of the Victorian Information Commissioner or the Health Complaints Commissioner (under Victorian law) or the OAIC (under Commonwealth law).