









## Escalation

If a person with a concern or complaint is not satisfied with the outcome determined by Diamond Valley College, they should contact the North Western Victoria Regional Office of D.E.T.

For more information about the Department's *Parent Complaints* policy, including the role of the Regional Office, please see: [Parent complaints policy](#).

## FURTHER INFORMATION AND RESOURCES

### *Intranet Supporting Documents*

- *Communication Policy*

### *External Links*

- [www.education.gov.au/about/contact/parent-complaint](http://www.education.gov.au/about/contact/parent-complaint)
- [www.ombudsman.vic.gov.au/www./html/93-complaint-handling-guide-for-the-victorian-public-sector.asp](http://www.ombudsman.vic.gov.au/www./html/93-complaint-handling-guide-for-the-victorian-public-sector.asp)

## REVIEW PERIOD

This policy was reviewed by college Council in 2018 and should be reviewed by May 2022 or earlier if deemed necessary