

Suggestions, Allegations and Complaints Policy

The Murray Conservatorium welcomes feedback from students, families, and community members. Your input helps us celebrate what is working well and address areas where we can improve.

1. Resolving Issues Informally

Where possible, we encourage concerns to be raised directly with the relevant staff member at an appropriate time and place. Many issues can be resolved quickly through open conversation and a willingness to listen and compromise.

Constructive discussions might include:

- Clearly stating the concern
- Sharing facts and perspectives
- Listening to one another
- Offering apologies where appropriate
- Considering each other's point of view

If an issue cannot be resolved in this way, or if it is serious in nature, a formal complaint may be lodged.

2. Lodging a Suggestion or Complaint

Suggestions and complaints can be made either orally or in writing. Where a concern is raised orally, it may later need to be confirmed in writing.

To ensure matters can be addressed properly, all feedback must include your name and contact details. Anonymous complaints will not be accepted.

3. Who Receives Suggestions and Complaints

- Suggestions or complaints should be directed to the **CEO**.
- If the complaint concerns the CEO, it should be directed to the **Chair of the Board**.