



COMPLAINTS POLICY

Murray Conservatorium welcomes feedback from students, families, community members, partners and other stakeholders. Suggestions and complaints can help us improve our services and practices. We aim to respond to concerns respectfully, fairly and appropriately.

We encourage concerns to be raised as soon as reasonably practicable so that they can be appropriately considered and addressed.

LOGGING A COMPLAINT

A suggestion or complaint may be made verbally or in writing. Murray Conservatorium may ask for a verbal complaint to be provided in writing where this is necessary to understand or appropriately respond to the matter.

We ask complainants to provide their name and contact details so that we can seek further information, provide updates and, where appropriate, facilitate resolution.

HOW WE WILL RESPOND

Murray Conservatorium will consider the nature and seriousness of the matter and determine an appropriate response. This may include seeking further information, attempting resolution, investigating, or referring the matter to an appropriate external authority. Matters involving child safety, criminal conduct or other serious concerns will be managed in accordance with applicable legal and reporting obligations.

Information will be handled as sensitively as practicable. Confidentiality cannot be guaranteed where disclosure is required to investigate a matter, provide procedural fairness, protect a person from harm or comply with the law.

Contact: admin@murraycon.com.au | 02 6041 4249