



JPP School Complaints

We Are Here to Listen

At JPP Catholic School, we take all concerns and complaints seriously. We will listen, act fairly, and respond as quickly as we can.

Step 1: Talk to Us First

Most concerns can be solved quickly by speaking with:

- Your child's teacher
- A staff member

Step 2: Make a Formal Complaint

If the issue is not resolved, you can:

- Speak to Principal Rachel
- Email: admin@jppmulan.wa.edu.au
- Call the school on 91688943

Urgent Concerns

If a child's **safety or wellbeing is at risk**, contact the Principal immediately.

What We Will Do

We will:

- Listen carefully
- Look into the issue fairly
 - Keep you informed
- Work towards a solution

If You're Not Satisfied

- You can ask for a review
 - The Principal will re-check the complaint
- You can take it further to Broome Office or Catholic Education WA if needed
- You can take it to the Director General of the WA Department of Education

Privacy Matters

Your information will be kept private and only shared when necessary.

Students Can Speak Up Too

Students are encouraged to talk to a trusted adult at school. We support all students to feel safe and heard.

Contact Us

Phone: 9168 8943

Email: admin@jppmulan.wa.edu.au

We value respectful communication and working together to support every child.