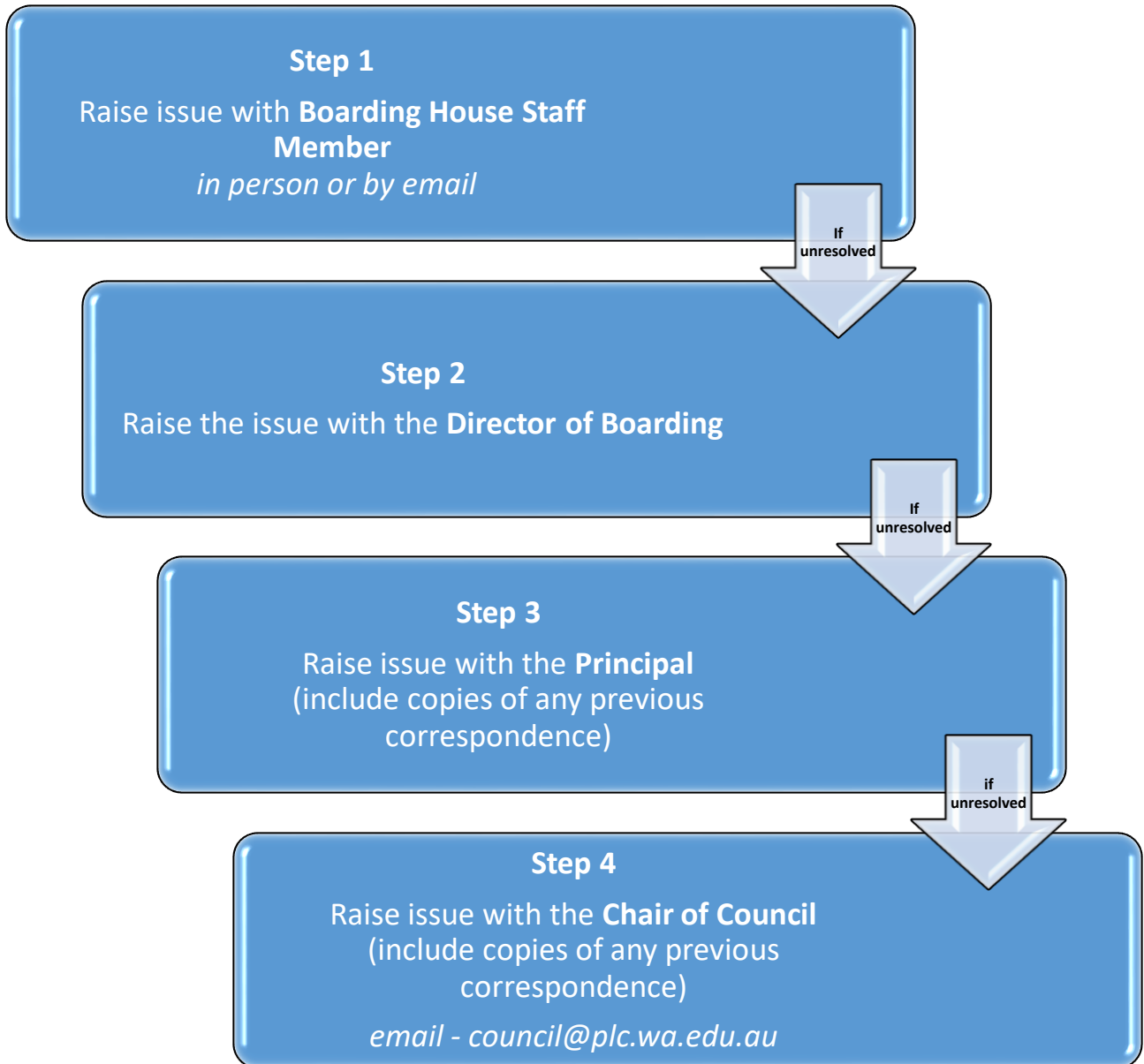


BOARDING HOUSE



At any time during this process, complainants can formally register their complaint or seek assistance with the process from the **Complaints Manager** by emailing complaints@plc.wa.edu.au. Complainants will receive email acknowledgment of the complaint lodgement and the Complaints Manager will regularly follow up to ensure every effort is made to resolve the issue within a reasonable period of time.

This process has been endorsed by PLC Council after consultation with members of the PLC Community. Members who require assistance or wish to provide feedback on this process are encouraged to email feedback@plc.wa.edu.au or call the Risk & Compliance Manager +61 8 9460 6480