



Complaints & Grievances Policy

COMPLAINTS & GRIEVANCES POLICY

The School's policy for dealing with complaints and grievances includes processes for raising and responding to matters of concern identified by parents and/or students. These processes incorporate, as appropriate, principles of procedural fairness. These principles of procedural fairness, including appeals, are included in the Student Handbooks. The full text of the School's policy and processes for complaints and grievances resolution is provided in the Staff Educational Compliance secure server.

A summary of the procedure for handling concerns and complaints is represented by the following diagram.

POLICY		REVISIONS	
Policy Number:	2	Policy Revision Date:	09 / 05 / 2019
Policy Checked:	09 / 05 / 2018	Policy Revision Completed By:	
Policy Checked By:	Marly Bracken		

Procedure for Handling Concerns and Complaints

COMPLAINTS & GRIEVANCES POLICY

