

Complaints Handling Procedures

Purpose

At Holy Spirit College, we are committed to providing a pleasant and safe work environment for all employees and students. We acknowledge, however, that employees, students and parents can sometimes feel aggrieved about something that is happening at the school which appears to be discriminatory, or to constitute harassment, or is so unreasonable that it causes concerns. An employee, student or parent can have a complaint about any decision, behaviour, act or omission (whether by the Principal, members of the leadership team or other staff/students) that he/she feels is discriminatory or constitutes harassment or is unreasonable. The aggrieved person raising the complaint directly with the actual person or perceived cause of the grievance issue can sometimes address these matters. Whilst most issues can be resolved through direct discussion with the parties, there may be instances in which to take up the issue with the other person on a face-to-face basis is not possible. When dealing with complaints our school follows CEDoW Complaints Procedures.

Making a complaint

Some complaints, because of the seriousness of their nature, should be referred immediately to the Principal or their delegate – eg. complaints about behaviour which places others at risk of serious harm.

Complaint Form

[Click here to download a complaint form.](#)