



CONCERNS AND COMPLAINTS POLICY

Purpose

The following policy aims to ensure that Damascus College promotes open communication and positive relationships to achieve responsive, just and transparent processes.

Scope

This policy applies to all members of the College community.

Definitions

Concerns: a 'concern' is an issue of interest (because of its importance and effect) which is raised informally in order to improve or change a situation.

Complaints: a 'complaint' is an expression of grievance or resentment where the complainant is seeking redress or justice.

Policy Statement

It is Damascus College's policy to provide a safe and supportive environment.

The College will:

- encourage early intervention in impacting issues or concerns;
- ensure that behaviour destructive to positive relationships (such as bullying, harassment and discrimination) are identified;
- ensure that complaints are dealt with consistently and in a fair and just manner;
- identify patterns of unacceptable conduct; and
- provide avenues for facilitation of resolutions.

Consequences

The consequences of this policy are that Damascus College will establish and follow appropriate procedures for the handling of concerns and complaints.

Responsibilities

The Principal and Leadership Team are responsible for the implementation of the policy

Associated Documents

Damascus College Ballarat Vision and Mission Statement
Catholic Education Ballarat-Procedure for Handling Complaints