

POLICY

COMPLAINTS RESOLUTION



INTRODUCTION

Scotch College is committed to providing a safe and supportive learning environment for all its boys.

The School acknowledges that, at times, boys, staff or parents (or guardians), may feel aggrieved about school-related matters.

SCOPE

The scope of this policy extends to matters pertaining to the operation of the School, including Boarding, brought forward by a boy, a member of staff, or a parent (or guardian) of a boy attending Scotch College.

AIMS OF THE COMPLAINTS RESOLUTION POLICY

The aims of this policy is to ensure that:

- all complaints are managed and resolved fairly, efficiently and promptly;
- the School community is aware of the processes employed by the School to achieve resolution of any complaint; and
- complaints are handled confidentially and respectfully.

The School has specific policies in place for a range of issues, including those relating to child protection, mandatory reporting, workplace discrimination and bullying and harassment. The Complaints Resolution Policy should be read in