

SUMMARY of Booroongen Djugun College's COMPLAINTS PROCEDURE

Management will:

- ◆ **Treat complaints with sensitivity and confidentiality**
- ◆ **Ensure complaints are dealt with as quickly as possible**
- ◆ **Assist with a written record of the complaint (if requested)**
- ◆ **Talk to the other person/people involved to hear their side of the story**
- ◆ **Discuss with both parties what should be done to sort out the complaint**
- ◆ **Advise if witnesses are involved in relation to conflicting stories**
- ◆ **Ensure you are not victimised or your identity revealed**
- ◆ **Ensure that the agreed outcome actually happens**
- ◆ **Inform you of your right of appeal and the process involved**
- ◆ **Inform you of your right to contact external agencies for advice and/or mediation**

**Val March OAM
Director of Operations**

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