

Complaints Policy

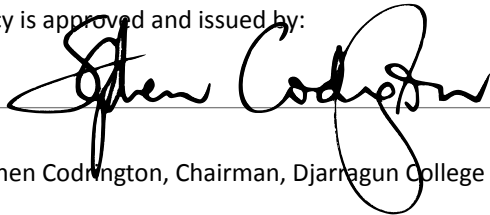
This Policy outlines Djarragun College requirements in regard to the handling of any complaints received by the College. The purpose of this policy is to ensure that student, parent and employee disputes are dealt with in a responsive, efficient, effective and fair way.

This Policy applies to all students, parents, Board members and employees, including full-time, part-time, permanent, fixed-term and casual employees, as well as contractors, consultants, volunteers and people undertaking work experience or vocational placements.

Djarragun College welcomes feedback, including complaints, from external stakeholders and other parties. The information allows the College to correct any problems with our programs, give us a chance to re-establish our relationship with our stakeholders, and enable us to learn how to improve our service quality.

Djarragun College is committed to ensuring that stakeholders feel comfortable in expressing any concerns they have, and that concerns will be received in a positive manner. Complaints received by Djarragun College will be dealt with in accordance with the procedures outlined in the Grievance Procedures.

This Policy is approved and issued by:



Dr Stephen Codrington, Chairman, Djarragun College Board of Directors

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