

Catholic Ladies' College



Complaints Handling Policy

Stage	Date	Ratified
Initiated	2016	2016
Review 1	July 2017	July 2017
Review 2	September 2018	September 2018
Review 3	April 2019	May 2019
Review 4		

clc.vic.edu.au

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Under the Stewardship of
Mary Aikenhead Ministries



LOVE HOPE COMPASSION JUSTICE



Catholic Ladies' College Ltd

Complaints Handling Policy

Catholic Ladies' College is a Mary Aikenhead Ministry in the tradition of the Sisters of Charity. We seek to develop in each member of our community a contemporary understanding and application of the charism of Mary Aikenhead, the spirituality of the Sisters of Charity, the mission and vision of Mary Aikenhead Ministries and their values of justice, love, compassion and hope.

In responding to this call, Catholic Ladies' College is a Christ-centred community established to educate, in partnership with parents, women of faith, integrity, individuality and compassion, confident of their own worth as women and wholly involved in the transformation of society.

Purpose

We are committed to building a school culture that features positive and respectful relationships. Catholic Ladies' College welcomes feedback from all members of the college community and will consider all complaints or feedback. This Complaints Handling Policy should be read in conjunction with the Complaints Handling Guidelines.

Principles

All members of the College community are expected to treat each other with dignity and respect. In receiving and responding to complaints, our resolution process will be grounded in sound and fair procedures for information sharing, conciliation, confidentiality, investigation and decision making.

What is a Complaint?

A complaint is defined as an expression of dissatisfaction. It may be related to our service or operations.

How do I lodge a Complaint?

Reference should be made to the procedures outlined in our Complaints Handling Guidelines.

Catholic Ladies' College commitment

Catholic Ladies' College is committed to handling complaints effectively and efficiently. Our Complaints Handling Program features online recording to facilitate the accurate recording of the complaint. Our response to a complaint will be prepared following any necessary investigation.

In the spirit of continuous improvement the register is subject to periodic review and analysis. Our response to a complaint will be prepared as quickly as possible following any necessary investigation.

Intended Audience College community

Related Documents Complaints Handling Guidelines
CLC Staff (Bullying) Policy
CLC Privacy Policy
CLC Student Positive Relationships Policy: Bullying Prevention and Intervention