

## **3.3 Complaints**

### **Statement of Intent**

Onslow College has effective, fair and transparent processes for dealing with complaints. Anyone should feel able to express a complaint knowing it will be dealt with fairly and in the strictest confidence.

### **Board Expectations**

- All complaints will be taken seriously and dealt with fairly and in confidence.
- Complaints must be made in writing, identifying all parties. All parties involved given the opportunity to respond.
- Complaints will be referred to the Principal however complaints about the Principal will be referred to the Board Chairperson.
- The Principal will ensure that the College Insurers are notified where appropriate.
- The Principal will consult with the Board where appropriate.
- Complaints relating to employment matters will be conducted in accordance with the relevant employment contract provisions and employment law.
- The rights and dignity of all parties will be respected.
- At the discretion of the Principal and or the Board, a confidentiality agreement between the parties may be required.
- Police and other outside agencies will be involved where deemed necessary by the Principal or Board.
- All parties will be informed of the outcome of any investigation.

### **Delegations**

The implementation of this policy is delegated to the Principal.