

The College has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff and students at all times, and that grievances are managed and resolved fairly, and efficiently. A grievance in simple terms is a complaint. Complaints can range from not being happy with an assessment result, to feeling unfairly treated by what someone has said or done to you, to feeling really bad about an event or situation.

If you feel as though you have a grievance, below is a flowchart to help you know how you can act so that your complaint can be resolved. The nature of the complaint may require a choice about who to contact first. Outlined below are options of who to contact:

**If you have a grievance and would like to make a complaint:**

<p>Option 1: Complaint taken calmly to the person (s) involved.</p>	<p>Unless there are reasons why it should not be taken directly to the person(s). For example: if it is too serious, or if you feel too emotional or if it is not appropriate for you to take it up with them.</p>
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**If there is no satisfactory outcome:**

<p>Option 2: Complaint taken to College chaplain, parent, subject teacher or Homeroom teacher.</p>	<p>Satisfactory outcome. No further action taken.</p>
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**If there is no satisfactory outcome:**

<p>Option 3: Complaint taken to College Principal, Deputy Principal.</p>	<p>Satisfactory outcome. No further action taken.</p>
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**If there is no satisfactory outcome:**

<p>Option 4: Complaint taken to Prescott Schools Ph: 8269 2177 <a href="#">Beyond Blue</a> Ph: 1300 224 636</p>	<p>Satisfactory outcome. No further action taken.</p>
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<a href="#"><u>Relationships Australia (Child &amp; Adolescent)</u></a> Ph: 1300 364 277	
Mental Health Service Ph: 8161 7198	
Teen Challenge Ph: 1800 771 777	

If at any point, the student does not wish to proceed further, he or she may withdraw from, or terminate the process. If this occurs, the matter will be treated confidentially by any involved staff members unless this is contrary to Mandatory Notification requirements. Every attempt will be made by the College to ensure a satisfactory resolution of a grievance or complaint.