

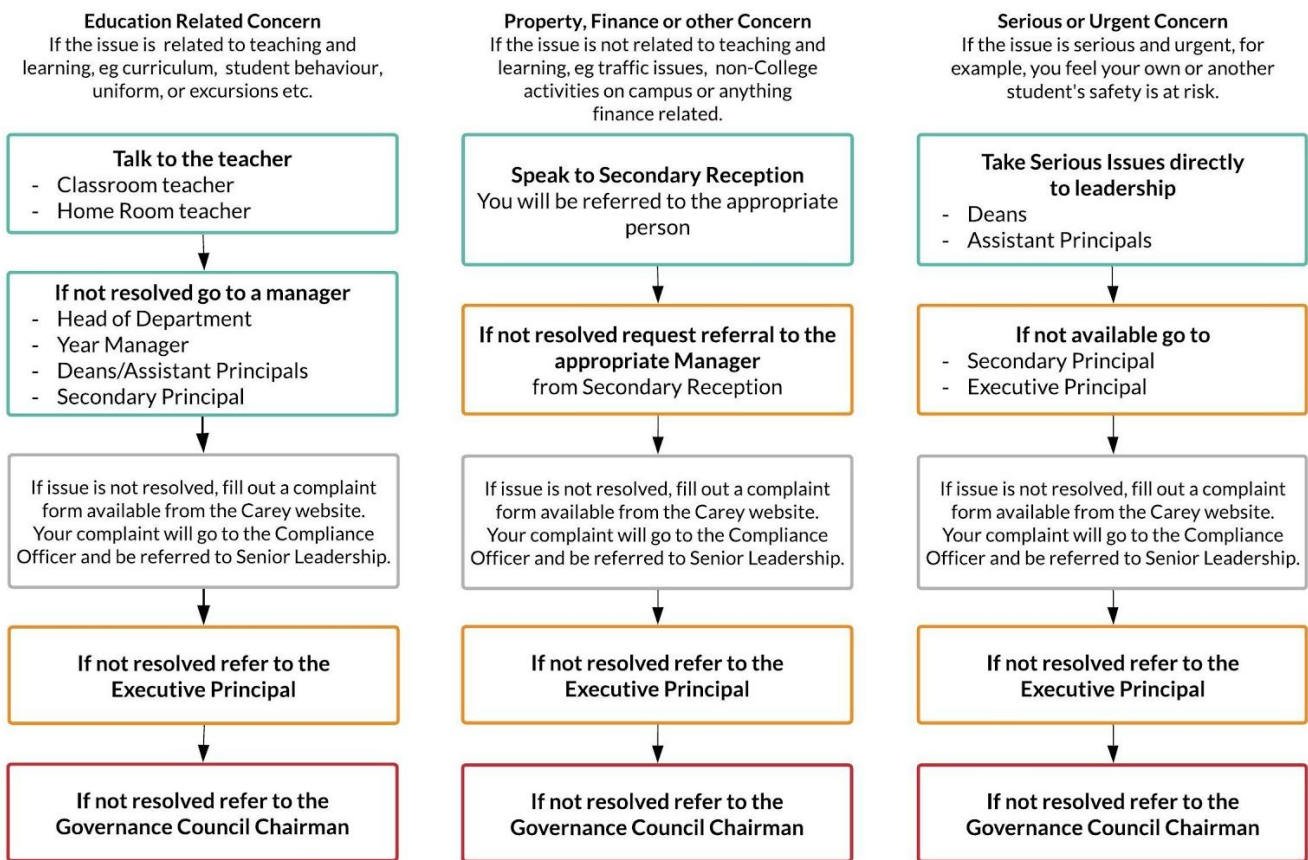
# Harrisdale Secondary Parent Complaint Procedures

At Carey we value courage, respect and humility; and we are committed to acting with integrity and kindness.

The objectives of our complaints resolution policy are:

- To provide for a fair, transparent and responsive management of complaints about the functions, practices and services of Carey Baptist College;
- To have complaints handled promptly and as close to the source as is possible;
- To ensure that there is an effective monitoring of complaints;
- To identify and implement service and system improvement opportunities that arise from the process.

If you have a concern we recommend you follow these procedures to achieve the best outcomes. Contact the appropriate staff member via phone, email, or in person. Clearly describe your concern.



## Expectations:

**Confidentiality** is maintained, to the extent that is consistent with current legislative requirements and principles outlined in our policies

**Timeframes:** While complaints will be acknowledged as soon as possible, the time taken to resolve a complaint will vary depending on the situation and personnel involved.