



**Confidentiality:** Confidentiality is maintained, to the extent that it is consistent with legislative requirements and other 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.

**Inclusion:** In some cases you may be involved in the handling of this complaint, in other cases you will just provide the College with the information and we will handle it according to our policies and procedures. If you would like to be informed of the outcome of a complaint, please inform the College as part of this process and provide contact details.

## External Mediation, Conciliation or Arbitration

Unresolved complaints can be referred by mutual agreement to an independent third party for final resolution.