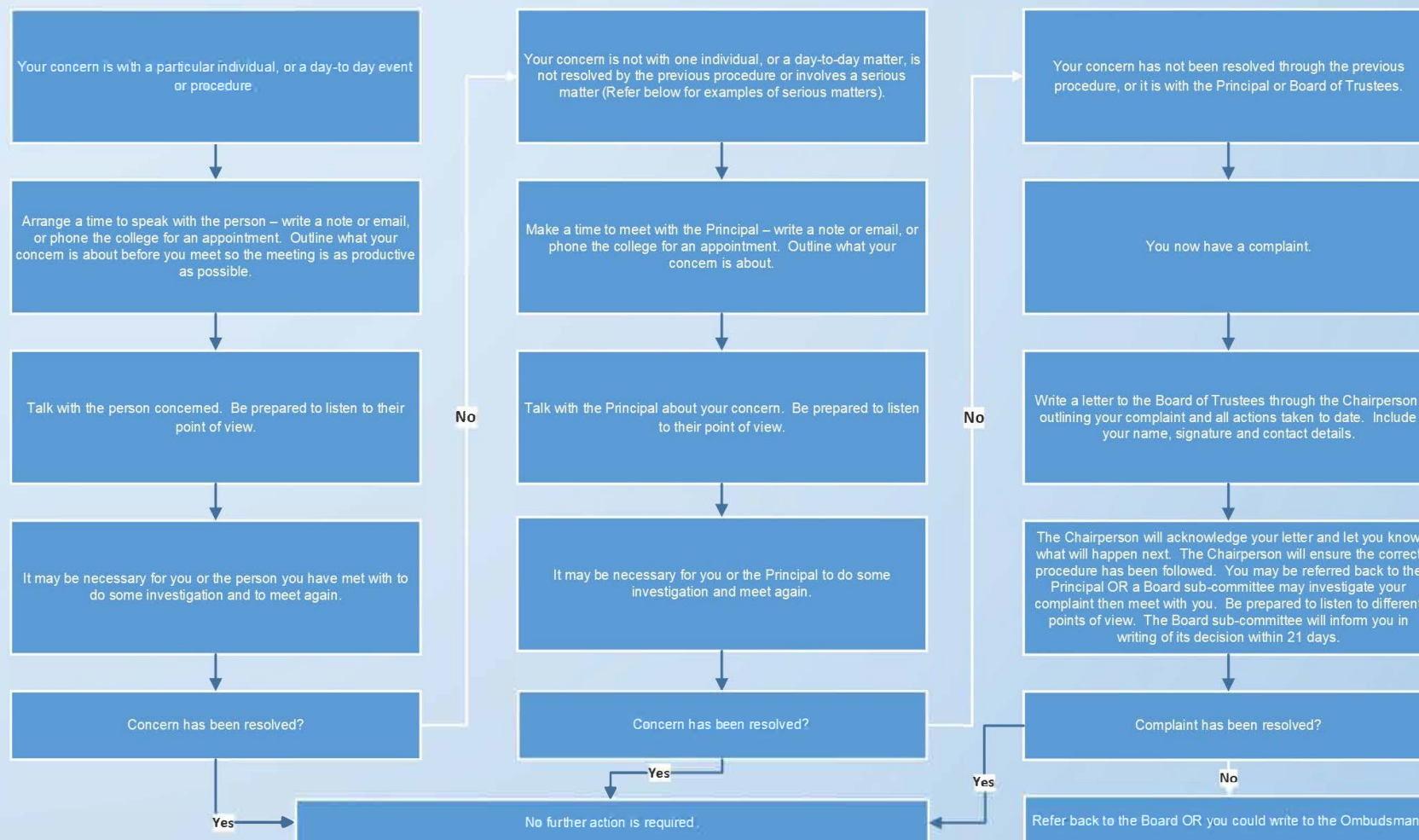




TRINITY CATHOLIC COLLEGE PROCEDURE FOR DEALING WITH CONCERNS OR COMPLAINTS

When concerns from any member of the college community arise they will be handled promptly with care and sensitivity. Following this procedure will ensure that a fair resolution is reached. Everyone has a right to a support person throughout this procedure. We encourage resolution of concerns speedily by discussion at the lowest level within the college's structure. In the first place, speak to the most relevant staff member – class teacher, Dean, HOD, Assistant or Deputy Principal.



Examples of complaints involving serious matters may include theft of Board property, intentionally providing false information, conduct of a criminal nature, conduct of an indecent or sexual nature.