

	Risk Management
	May 2022
	Director of Finance
	May 2024

The College community may access this policy via the Wesley College website or by contacting the Head of College's Executive Assistant on 9368 8000.

The objective of this policy is to provide all current and past students of Wesley College, parents and guardians of past, current or future Wesley students, and other persons with a clear process for addressing and the resolution of complaints regarding the College.

Wesley College recognises that matters of complaint and grievance will arise from time to time. We would hope that most issues can be easily and quickly resolved by simply discussing them with the relevant people. If the matter is not resolved then members of the College Community are encouraged to contact the next appropriate member(s) of staff with whom to raise their issue.

For the purpose of this policy: 6(e)3.990(b)-10.9961((s)-3.990(b)34.993(b)-159698(d)10 0 0 10 0 0.ions

The College will ensure that its complaints management process is culturally safe, ie that it will be one which overcomes cultural barriers and taboos to disclosure, provides culturally appropriate means of making complaints, is managed by people who are ~~aware of and sensitive to potential complainant's culture and cultural attitudes~~, including those arising from historical trauma and mistrust of authorities, and which facilitates access to culturally-appropriate therapeutic and other services as required.

The following is a step by step guide as to how to make a formal complaint regarding the College.

The College has in place a Whistleblower Policy, which is accessible on the College portal and website.