

## Complaints Handling and Community Grievance

<b>DOCUMENT NAME</b>	<p> <math>\hat{O} [ \{ \}   \text{æ} \hat{a} \} c \bullet P \text{æ} \} \hat{a}   \hat{a} \} * \text{æ} \} \hat{a} \hat{O} [ \{ \{ \sim \} \hat{a} c \hat{a}</math>  <math>\hat{O} ! \hat{a} \wedge \text{çæ} \} \&amp; \wedge</math> </p>
<b>POLICY NUMBER</b>	€€IH
<b>APPLIES TO</b>	Y @ [   ^ \hat{O} [     ^ * ^
<b>CONTACT PERSON</b>	\hat{O} [     ^ * ^ \acute{U}   \hat{a} \} \& \hat{a} ] \text{æ}
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# Introduction

## Purpose and scope

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V@i• ]:[&^â~!^ â^• } [c ^çc^}â c[ ]^!•[ ]æ|!â^çæ}&^• à^c, ^^} ]æ!^}c•É \*~æ!âiæ}• [! [c@^! { ^ { à^!• [- c@^ Ô[||^\*^ &[ { { ~}âc^É

## Whistleblowing complaints

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## Related policies

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## Confidentiality

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# Complaints

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## Raising a complaint

### The complainant

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## The College

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## Handling Complaints

### Assessing a complaint

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### Managing a formal complaint

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# Steps in Raising Issues at the College

# Masada College

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Úæ!^}c• &æ} ^ç] ^&c c [ @æç^ c@^â! â•~^• æ&\ [ , |â\*^âÉ â]ç^câ\*æc^â æ•ðâ- æ] [ ] |âæc^ æ}â à^ ]! [ç!â^â , âc@ -^^ââæ&\ [ ] c@^ [ ~c& [ { ^É

**You should not telephone teachers, College executive staff at their homes or on their mobiles. Similarly, the President of the Board of Management should only be accessed through a request to the Executive Assistant to the College Principal and Board.**

## Communication with the College

Ç}^ ]æ!^}c , âc@ æ & [ ] &^!} â• ~!^â c [ æ] [ ] [æ&@ c@^ Ô [ | | ^\*^ ]! [ { ]c|^ c [ ^}•~!^ ^æ!|^ â}c^!ç^}câ [ ] æ}â |^• [ | ~câ [ ] [- c@^ ]! [ â|^ { É V@^!^ æ!^ æ] [ ] [ ] |âæc^ &@æ} } ^!• [- & [ { { ~} â&æcâ [ ] â} c@^ Ô [ | | ^\*^ c [ -æ&â|âcæc^ c@â• ]! [ &^••É Ô [ { { ~} â&æcâ [ ] { æ^ à^ â} , |âcâ} \* [ | ç!æ æ c^!^] @ [ ] ^ [ | æ] [ ] [ â]c^â { ^câ} \*É

## Communication Channels

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## Responses to Grievances

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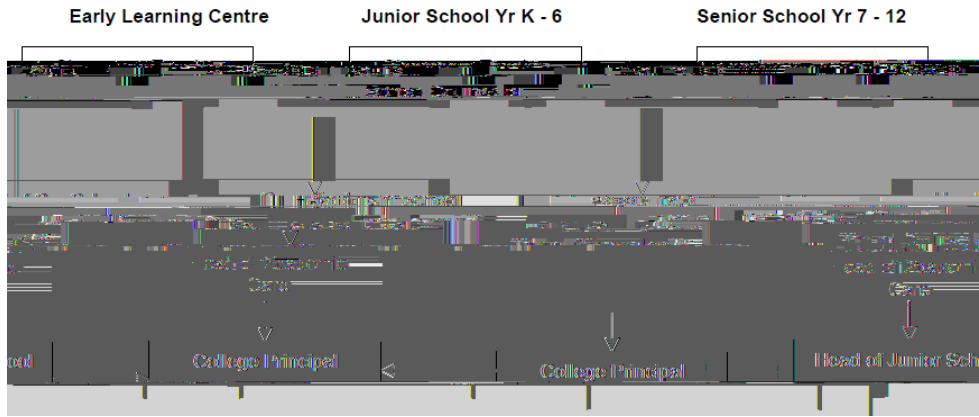
câ~c••â} \* • [ ] @^âc} \*



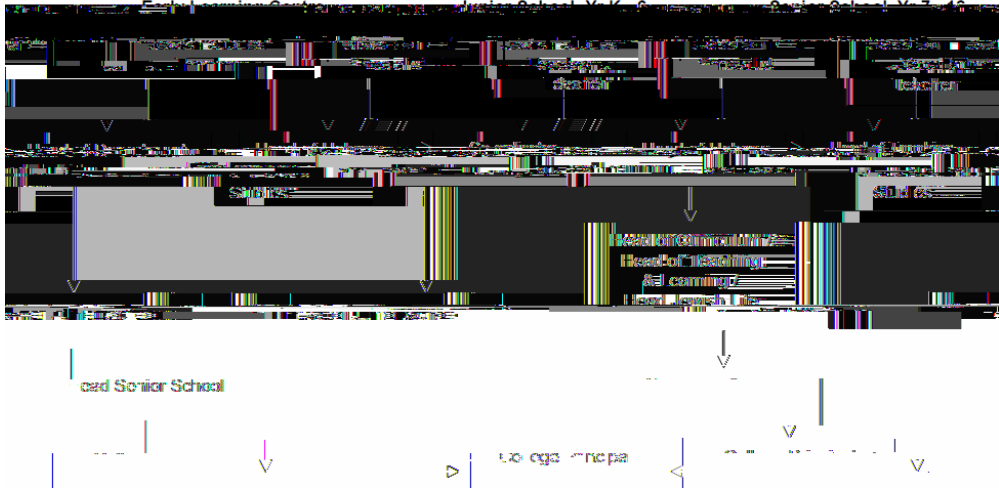


### Communication Flow Chart

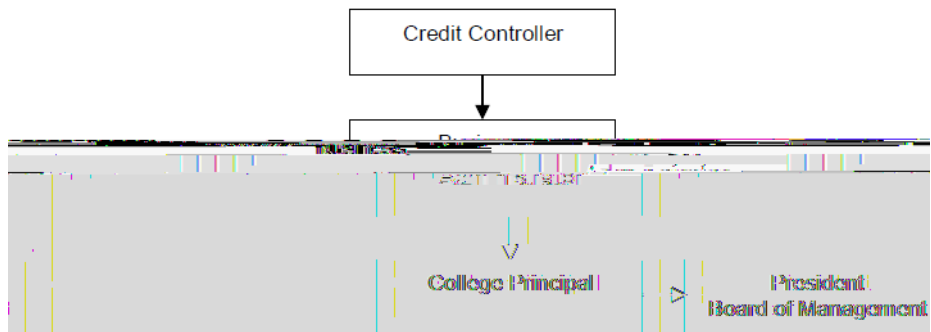
Student Welfare Issues: Q••~^• |^|æcã} \* c [ ^ [ ~! &@ã|ãq• , ^||ã^ã} \*É



Educational issues: ã••~^• |^|æcã} \* c [ ^ [ ~! &@ã|ãq• æ&æã^ { ã& }! [\*|^••



Financial Issues: ã••~^• |^|æcã} \* c [ -^^É [c@^! &@æ!^•É ^ã~æcã [ ] -~}ãã} \* ^c&



Úæ!^}c• •@[~|ã |^•c æ••~|^ã c@æ ã} c@^ ^ç^}c [- æ}^ &{&!}• à^ã} \* ^ç}|^••^ã à^ c@^ {É c@^ Ô[|^\*^ Ôç^ã~çãç^ ,ã|| } [c c|^|æc^ æ} |^|^|^~••ã [ ] • [ ] c@^! &@ã|ãÉ



## Communication Rules

For any issues not relating directly to your child but relating to the general processes, policies or everyday management of the College please approach the relevant Head of Junior or Senior Schools or Business Administration.

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### Emergency Communication

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Junior School K Q} c@^ &æ•^ [- æ} ^ { ^! \*^ } &^É Ü^&^}çâ [ ] & [ ] cæ&c• &@â!^} , âc@ â { ] [!cæ}c â} -[! { ççâ [ ]É T^••æ\*^• &æ} } [ c à^ !|^æ^â æ-c^! GÉ€€ [ ]É Ô^} ^!æ||^É âc â• !^& [ { { ^ } â^â c@æc æ|| æ-c^! } [ ] } æ}â ç!æç^! æ!;æ} \*^ { ^ } c• à^ &|^æ!^ â^â} ^â à^ -[! ^ ~! &@â!æçç^} â• •&@ [ [ ] ^æ&@ âæ^É

Letters and notes from the College Y @^} |^cc^!•ð^ { æâ!• •^} c @ [ { ^ à^ c@^ Ô[||^\*^ !^~ ã!^ æ !^•] [ ] •^ [! ç&\} [ , |^â\*^ { ^ } çÉ ]æ!^}c• æ!^ !^~ ^•c^â c[ â [ • [ ]! [ { ]c|^É Ú^! { â••â! } } [c^• !^\*æ!ââ} \* ^ç&~!â [ ] • { ~c à^ !^c~!} ^â •â\*} ^â à^ æ ]æ!^}c æc |^æ•c | ì @ [ ~! • à^ -[! ^ c@^ ^ç&~!â [ ]É

## Contact

Q- ^ [ ~ @æç^ æ} ^ ~ ^!â• æà [ ~c c@â• ]! [ &^â~!^É ^ [ ~ •@ [ ~|^â & [ ] cæ&c Üæ~ ^|^ Ô@æ!^c Ô[||^\*^ Ú!â}&â]æ! çâæ ^ { æâ! ç!&@æ!^c O•cæ~É { æ•æâæÉ} • , É^â~Éæ~D -[! çâçâ&^É