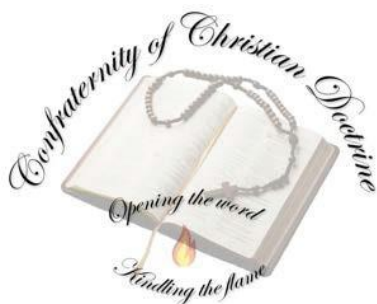


CCD COMPLAINT HANDLING POLICY & PROCEDURES



School, Student, Parent/Guardian
who wish to lodge a complaint

Complete complaint form
OR
Telephone the Chancery Office
(02) 6771 8700

Complaint is referred to
CCD Coordinator

CCD Coordinator will contact
complainant within 2 working days
(3.2 Respond to Complaints)

Complaint is assessed and
investigated with feedback provided
during process
(4.4 Initial assessment and addressing of
complaints)

Resolution or Remedy will be determined
with reasons given
(4.5 Providing Reasons for Decisions)