



# GOOD SHEPHERD SCHOOL COMPLAINTS POLICY



Good Shepherd School recognises the uniqueness of each individual as part of God's creation and supports this through the development of the individual's spiritual, social, emotional, intellectual and physical ability. Good Shepherd School acknowledges that education is provided within the Catholic context.

Good Shepherd School supports its students, staff and community and will deal with complaints in a manner that reflects the Special Catholic Character of the school.

1. The principal will ensure that fair and reasonable procedures are developed and implemented so that complaints are dealt with in a consistent and timely manner.
2. Any complaint against the principal should be made in writing to the chairperson of the board of trustees.
3. Complaints about the board of trustees can be directed to the Office of the Ombudsman.

**Chairperson**

November 2018  
**Approved**

2021  
**Next Review**