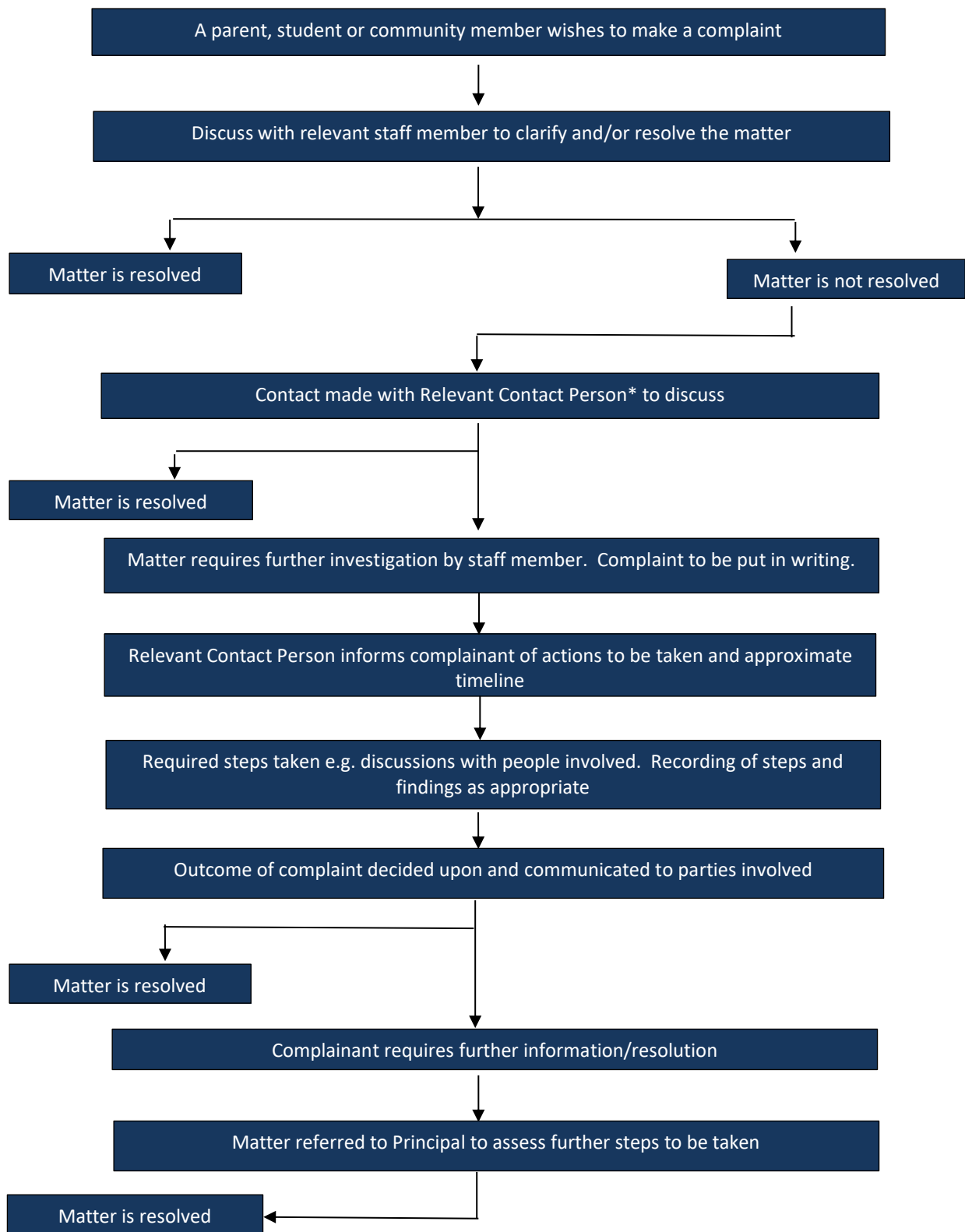


COMPLAINTS HANDLING PROCESS SUMMARY



Relevant Contact Person*

Academic Concerns in the Senior School
 Pastoral Care Concerns in the Senior School
 All other matters in the Senior School
 All matters in the Junior School

Director of Teaching & Learning
 Director of Student Wellbeing
 Director of Senior School
 Head of Junior School

For complaints regarding allegations of staff misconduct or reportable conduct refer to the separate Procedures document.
 For complaints which are whistleblowing disclosures refer to the separate Whistleblower Policy document.