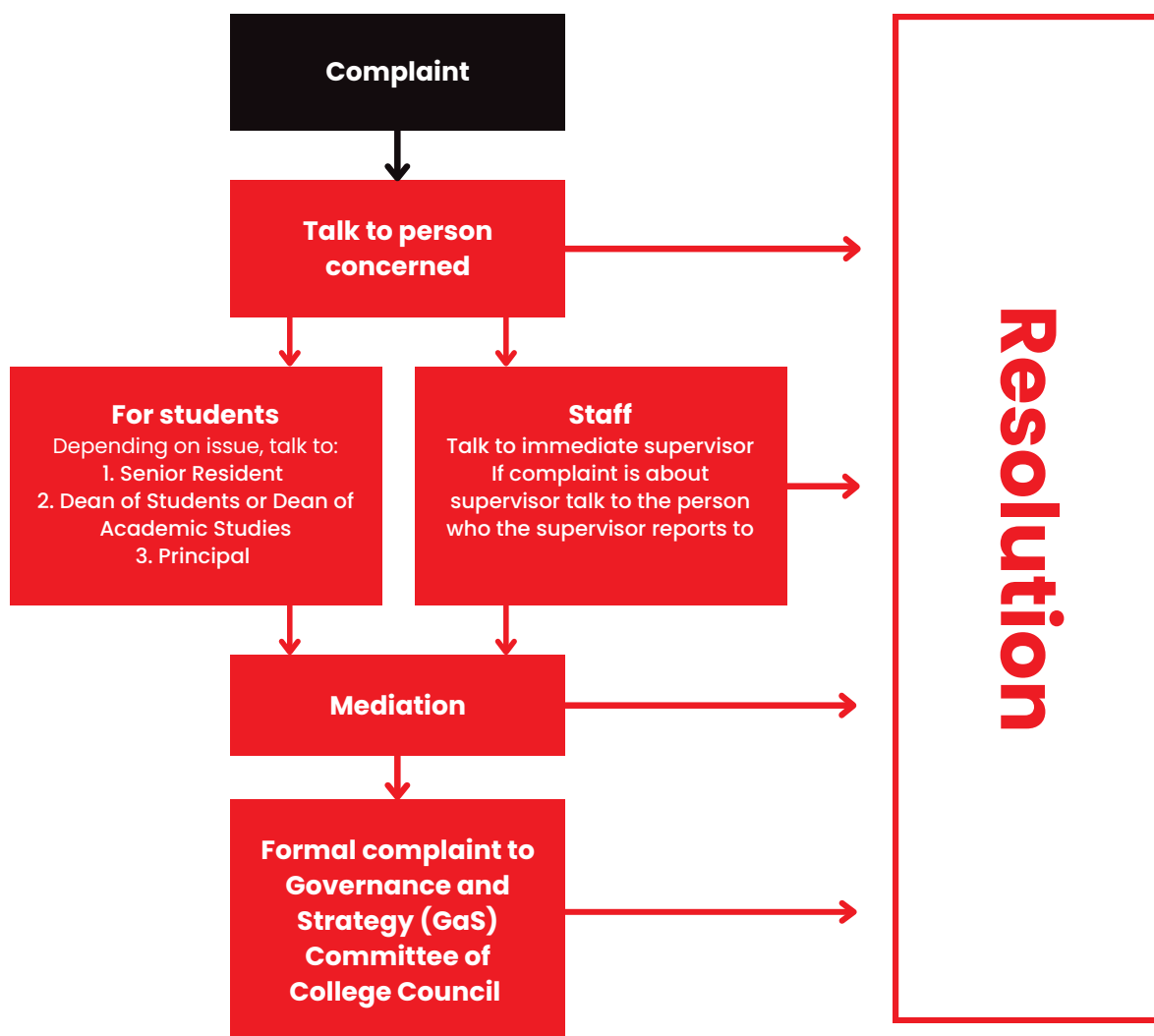


Complaints procedure

Aims

- To resolve issues in a timely and respectful way between members of the Jane community before further action is taken.
- To resolve matters at the lowest level possible.



Complaints should

- Not be about assuaging personal grievances
- Be directly related to the complainant and verifiable
- Be based on demonstrable facts and evidence
- Avoid hearsay, innuendo and emotive language
- For more, see the College Complaints Policy at <https://jane.edu.au/residents/policies/>