

# HARASSMENT COMPLAINTS PROCEDURE

## INTRODUCTION

- All cases of harassment within the school will be addressed promptly (a complaint is not always required) and treated confidentially (as may be appropriate) and impartially.
- Students are encouraged to complain if they are harassed and in all cases complaints will be consistently addressed in accordance with the procedures in the document. A complaint may also be made by a third party on behalf of another, particularly when safety is considered to be an issue.
  - Low level cases of harassment in the classroom can be dealt with by staff in reference to procedures in this document and in the staff manual.
  - Higher level or repeated complaints must be referred to Deans.
  - Very serious cases of harassment will be referred to a senior manager and will also be dealt with according to procedures outlined in this document (see definition of low level and serious complaints).
- In all cases, once a complaint has been made and dealt with, the staff member, dean or senior manager must arrange follow up and feedback that ensures that the problem is really solved.
- The advocacy role of counselors is a significant part of the process to ensure student safety (both physical and emotional) for both victim and the alleged accused.
- An interpreter may need to be arranged for an investigation or parent interview.

**Please refer to the attached flow chart for procedural order.  
The numbers that follow refer to and provide details for the flow chart.**