



# **GIRLS' COLLEGE**

## **COMPLAINTS HANDLING PROCEDURES**

### **TO OUR VALUED CLIENTS & STAKEHOLDERS**

Girls' College wishes to advise members of the public of the complaints handling procedure whose major purpose is to provide an avenue for members of the public to raise their concerns with the College where our services fall short of reasonable expectations. The College appreciates that there are occasions when our clients and stakeholders feel that the level of service they have received does not meet expectations. We promise to provide quick, fair and well considered resolutions to complaints lodged.

Please call us (the complaints team) on 029 – 2258118/9

Write to the Complaints Chairperson on the following address:

P.O. Box FM 510, Famona, Bulawayo

Send an e.mail to [headsec@girlscol.co.zw](mailto:headsec@girlscol.co.zw) or [vpstaff@girlscol.co.zw](mailto:vpstaff@girlscol.co.zw)  
or [gcpr@girlscol.co.zw](mailto:gcpr@girlscol.co.zw)

We value your complaints and promise to respond timeously, responsively, transparently and with confidentiality.

Mrs L. Ross  
**PRINCIPAL**