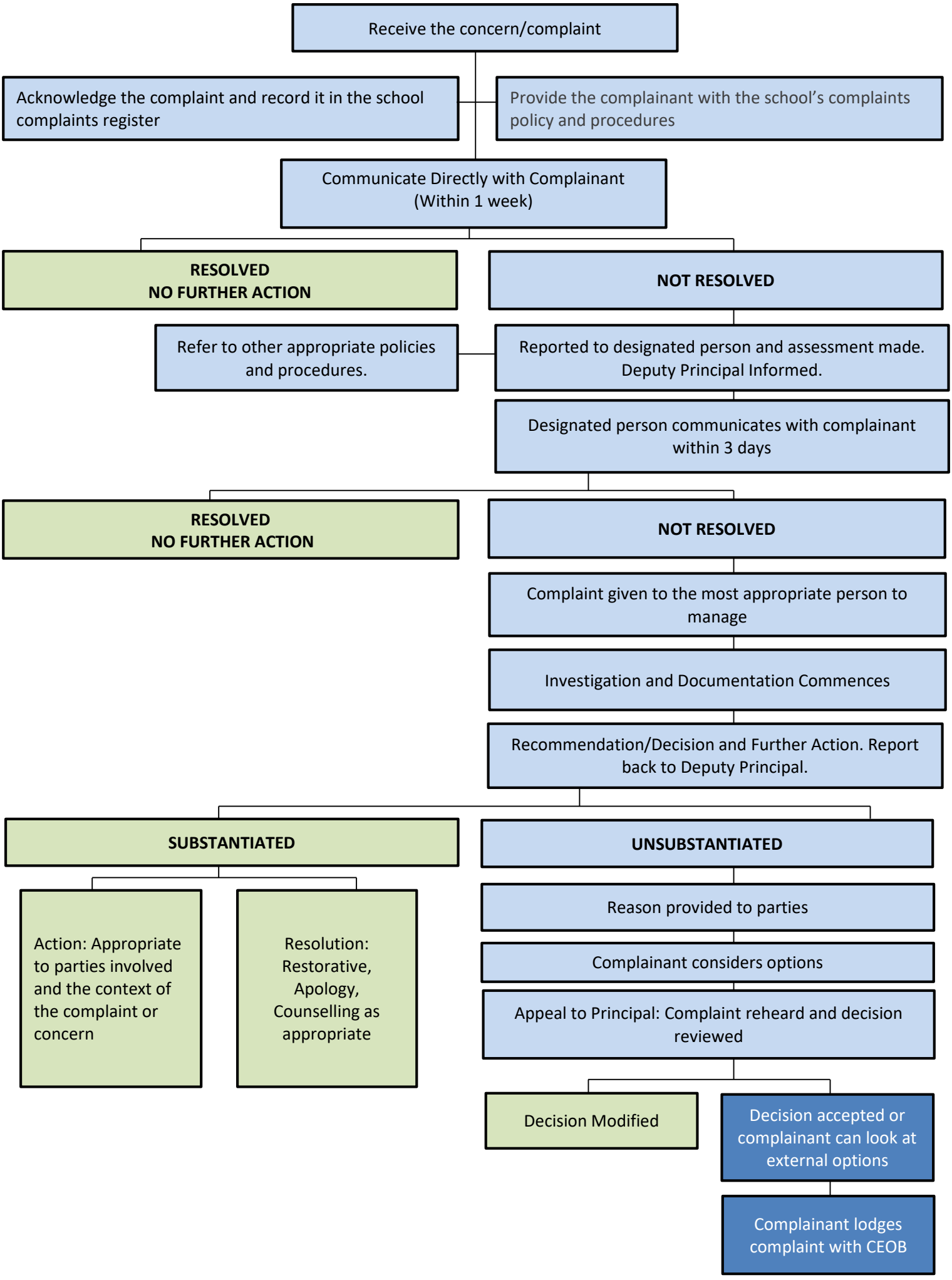
Receive the concern/complaint
Acknowledge the complaint and record it in the school complaints register
Provide the complainant with the school's complaints policy and procedures
Communicate Directly with Complainant (Within 1 week)
RESOLVED NO FURTHER ACTION
NOT RESOLVED
Refer to other appropriate policies and procedures.
Reported to designated person and assessment made. Deputy Principal Informed.
Designated person communicates with complainant within 3 days
RESOLVED NO FURTHER ACTION
NOT RESOLVED
Complaint given to the most appropriate person to manage
Investigation and Documentation Commences
Recommendation/Decision and Further Action. Report back to Deputy Principal.
SUBSTANTIATED
UNSUBSTANTIATED
Action: Appropriate to parties involved and the context of the complaint or concern
Resolution: Restorative, Apology, Counselling as appropriate
Reason provided to parties
Complainant considers options
Appeal to Principal: Complaint reheard and decision reviewed
Decision Modified
Decision accepted or complainant can look at external options
Complainant lodges complaint with CEOB