

COMPLAINT HANDLING PROCESS FLOW CHART

COMPLAINT OR CONCERN RAISED

A complaint or concern is raised by a student, parent/carer or other relevant complainant.



INFORMAL RESOLUTION

Where appropriate, the complainant is encouraged to raise the concern directly with the relevant person to seek an informal resolution.

If the complainant is uncomfortable doing so, or informal resolution is not appropriate, the complaint may be raised directly with the Principal.

FORMAL COMPLAINT

A formal complaint may be made verbally or in writing to the Principal.

Complaints concerning the Principal are directed to the Chair of the Board via the Board Secretary.



If unresolved



Acknowledgement

The Principal, or Board Chair where applicable, will generally acknowledge a formal complaint in writing as soon as practicable, usually within 5 working days, & advise the complainant of next steps.

Assessment & Triage

The complaint is assessed to determine its nature, seriousness and priority, the appropriate process for managing it, and whether any external reporting or notification obligation applies.

Statutory reporting obligations must not be delayed or replaced by the complaint handling process.

Investigation / Resolution

Relevant information is gathered and affected parties are provided with an opportunity to respond, where appropriate.

The complaint is managed fairly, impartially and in accordance with procedural fairness.

Outcome & Resolution

The School will aim to provide the complainant with a written outcome within 20 working days where practicable.

Where additional time is required, the complainant will be advised of the delay and updated expected timeframe.

Review of Outcome (where required)

Where there are reasonable grounds, a complainant who is dissatisfied with the handling or outcome of the complaint may request a review.

Where practicable, the review will be undertaken by a person who was not responsible for the original decision.

Record & Continuous Improvement

Complaint records are securely maintained and complaint data is reviewed to identify trends, risks and opportunities for improvement.

COMPLAINTS OR ALLEGATIONS OF STAFF MISCONDUCT FLOW CHART

STAFF CONDUCT CONCERN RAISED

A complaint or allegation concerning the conduct of a staff member is received.



INITIAL ASSESSMENT & IMMEDIATE RISK

The Principal assesses the nature and seriousness of the concern and whether immediate action or interim measures are required to manage risk.



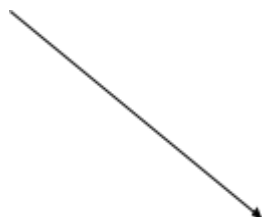
CHILD PROTECTION / REPORTING ISSUE?

Does the matter raise a child protection concern, possible reportable conduct, criminal conduct or another statutory reporting obligation?



NO

(go straight to 'Determine Appropriate Response')



YES - STATUTORY REPORTING / CHILD PROTECTION

Follow the Child Protection Policy and Procedure and make any required notification or report to the relevant authority.

Statutory reporting must not be delayed by the School's complaint or Investigation process.

DETERMINE APPROPRIATE RESPONSE

The Principal determines the appropriate complaint, employment, disciplinary, investigation and/or regulatory response.

INVESTIGATION WHERE REQUIRED

Where an investigation is required, it is conducted fairly and impartially.

Relevant information is gathered and the staff member is given a reasonable opportunity to respond to the substance of the allegations, subject to any statutory or external investigation requirements.

OUTCOME / ACTION

Findings are considered and appropriate action is determined.

This may include no further action, management action, disciplinary action, policy or procedural improvement, or referral/reporting to an external authority.

COMMUNICATION & RECORDS

The complainant and other relevant parties are advised of the outcome as appropriate, subject to privacy and confidentiality requirements.

Records of the complaint, investigation and outcome are securely maintained.