

Complaints Procedure Flow Chart

Complaint lodged

- Complainant discusses complaint with staff member concerned



Complaint Resolved



Complaint not resolved – raised with Team Leader/DP

- Complainant raises complaint with Team Leader or Deputy Principal
- Team Leader/DP and/or complainant discuss the complaint and decide on next steps eg. Does this go directly back to the staff member or to the Principal?



Complaint Resolved



Complaint not resolved – raised with Principal

- Complainant raises complaint with Principal
- Principal discusses it with the staff member and Team Leader/DP that have been involved



Complaint Resolved



Complaint not resolved – acknowledged by BOT

- BOT receives a written complaint,
- BOT acknowledges the complaint in writing to the complainant and undertakes to investigate it

What an investigation might look like:

- BOT sub-committee formed
- Timeframe advised
- Interviews of relevant parties
- Analysis of information
- Recommendations to BOT
- ‘Action’ decisions made



Letter to staff member
The BOT writes to the staff member detailing;

- The specifics of the complaint,
- The date by which the staff member is to respond
- The entitlement to support/representation



Complaint not resolved to an identified sub-committee

- Complaint referred to BOT’s identified sub-committee to consider complaint, investigation information and staff response.



Complaint resolved
No further action required.
Letter of closure sent to complainant.



Complaint not resolved letter to staff member

- Board considers further investigation necessary
- Staff member told in writing of the unresolved issues; the date for a meeting; and the right to representation.



Complaint resolved
Complainant and staff member advised. Written information kept indefinitely.



Final actions on Complaint

- Meeting between staff member and BOT (or sub-committee)
- Complaint actioned. Complainant and staff member advised.
- All written information kept indefinitely
- All parties acknowledge the end point to the process
- Education Council advised of dismissal/resignation within 12 months of original letter to staff member.