Complaints Policy Flow Chart

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┌──────────────┐  ┌──────────────┐  ┌──────────────┐  ┌──────────────┐  ┌──────────────┐
│ Caregiver has│  │ Staff member,│  │ Staff member │  │ Staff member,│  │ Child has a  │
│ concerns/    │  │ caregiver,   │  │ has a        │  │ caregiver,   │  │ concern/     │
│ complaint    │  │ member of the│  │ concern/     │  │ member of the│  │ complaint    │
│ about staff  │  │ community    │  │ complaint    │  │ community    │  │ about        │
│              │  │ has concerns/│  │ about another│  │ has concerns/│  │ something    │
│              │  │ complaint    │  │ staff member.│  │ complaint    │  │ happening in │
│              │  │ about        │  │              │  │ about the    │  │ the school   │
│              │  │ something    │  │              │  │ principal    │  │              │
│              │  │ happening in │  │              │  │              │  │              │
│              │  │ the school   │  │              │  │              │  │              │
└──────────────┘  └──────────────┘  └──────────────┘  └──────────────┘  └──────────────┘
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Seeks out a person to talk to e.g.
- o Class teacher
- o Another staff member
- o Peer mediator
- o Principal
- o Caregiver

Concern/complaint raised with staff member, class teacher or principal who investigates or refers it to the staff member who is able to resolve the matter

Staff member may discuss complaint with staff rep

Concern/ Complaints resolved to both parties satisfaction – either concluded or an understanding in place for further action

Concern/complaint not resolved

May discuss the issue with the Chairperson of the BOT

Raised with principal

Concern/complaint resolved – no further action

Concern/ Complaints resolved to both parties satisfaction – either concluded or an understanding in place for further action.

Concern/complaint not resolved

Complaint to be put in writing and addressed to the Chairperson of the BOT

If the principal has a complaint about a staff member, caregiver or BOT member

- o Letter of complaint becomes part of the correspondence and is tabled in-committee at the next closed BOT meeting.
- o Board may appoint a subcommittee to investigate
- o Complainant invited to speak
- o A decision or recommendation is reported back to the Board
- o The Board response is communicated in writing to the complainant

- o Resolve with person concerned
- o BOT chairperson
- o Letter to the Board

Resolved