School-Based Process for Resolution of Complaint

- Students
- Staff
- Parents
- Community Members

Complaint taken to the person involved

- No satisfactory Outcome

Teacher or Coordinator

- No satisfactory Outcome

Assistant Principal

- No satisfactory Outcome

Principal

- No satisfactory Outcome

Catholic Education Office
Head of School Services

Unless there are reasons* why it should not be taken directly to the person

* For example:
- if it is too serious; or
- if you feel too emotional; or
- if it is not appropriate for you to take it up with a child
Process for Resolution of Complaint -
Involving Catholic Education Office &/or External Agency

Complaint

Using the School-based process
Refer to Flowchart 1

No satisfactory Outcome

Catholic Education Office
Head of School Services

No satisfactory Outcome

Reviewed

Final Decision

Satisfactory Outcome

Satisfactory Outcome

Complainant can consult External Agency / Organisation at any stage

For instance:
- Police
- Government Equal Opportunity Body
- Independent Conciliation Consultant