Some types of Complaint/Issues:
- OH&S
- Duty of Care
- Discrimination or Harassment or Bullying
- Child Protection
  - "reportable conduct" by employee
  - child "at risk of harm"
- Performance/Conduct
- Issue may lead to disciplinary action
- May bring School/Church into disrepute/cause scandal
- Possible adverse media
- Educational/Schooling
- Facilities or equipment

Model for Handling Complaints and Difficult Issues

Complaint is made or Issue arises
(eg. question, suggestion, comment, information shared, incident report, observation)

Is this about a person's alleged serious breach of legislation, policy or procedure?
Yes

Is there a legal obligation to investigate or to follow formal process?
Yes

Is this a "Formal Complaint"?
Yes

Complete Complaint Action Form

Follow specific Formal Process / Investigation

Is Disciplinary action required?
Yes

Refer to:
- Staff Relations Policy
- Student Discipline Policy

Is this principally an Interpersonal matter?
Yes

Explore / Assess the Interpersonal matter

Is this about Policy or Procedures?
Yes

Review Procedures
- Remedy & systems improvement if required

Determine whether further action is required, for instance:
- Ongoing risk/issue management
- Clarify expectations
- Monitor / Supervise / Review
- Effective Leadership
- Support / Development / Mentoring / Counselling
- Mediation / Restorative Justice

Consult as appropriate

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