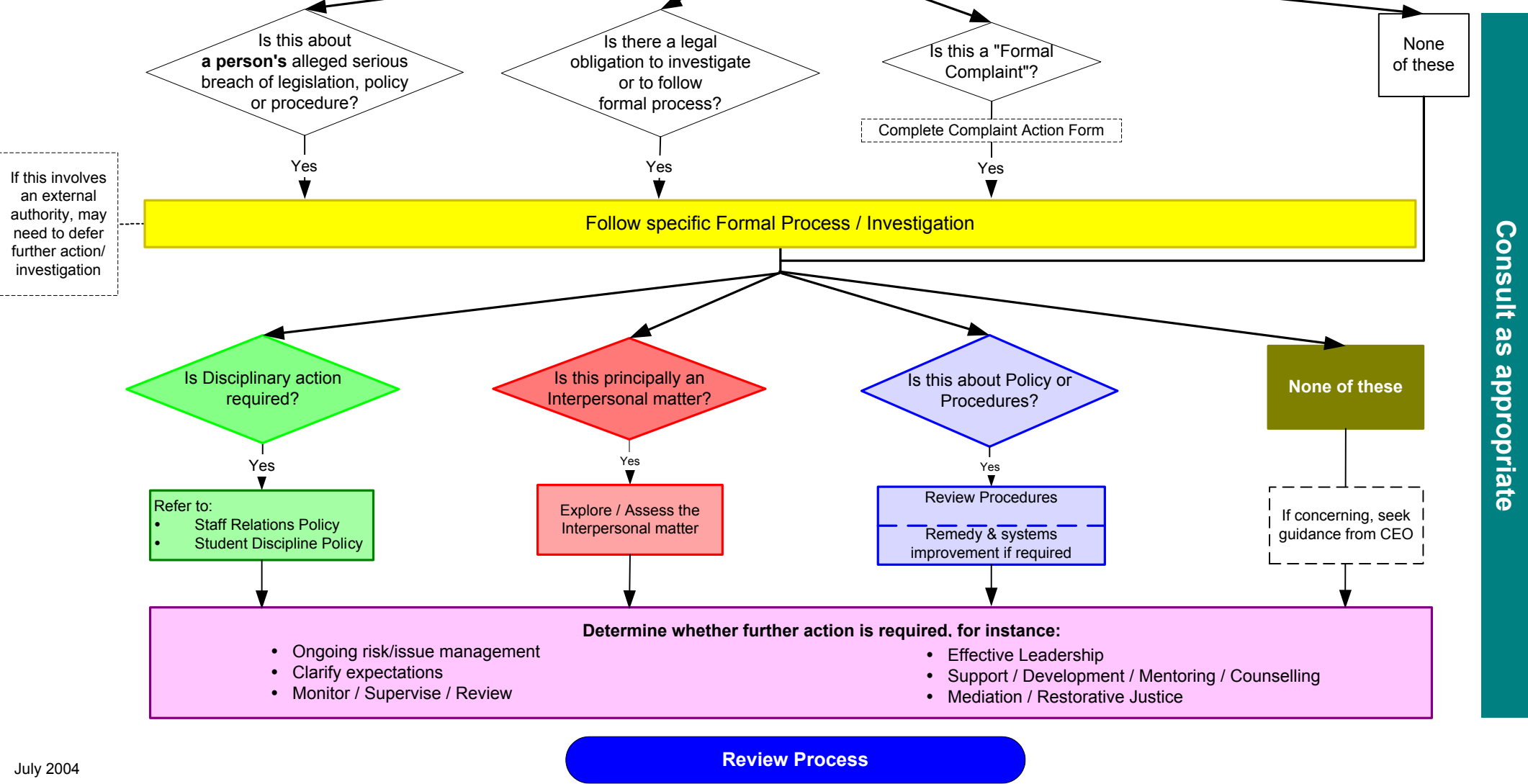


Model for Handling Complaints and Difficult Issues

- 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



Consult as appropriate

Review Process