

Concerns, Complaints and Disputes Procedure PUBLIC



Concerns, Complaints and Disputes Procedure

LEVEL 1 DIRECT RESOLUTION & RESTORATION PROCESS

- * All complaints received must be
 - · documented,
 - · kept and
 - · acted upon.
- * All concerns/complaints are
 - valid and
 - · deserve to be heard.

INVESTIGATION FOR RESOLUTION &

LEVEL 3 **REVIEW FOR RESOLUTION &** RESTORATION PROCESS

RESTORATION PROCESS

All information & documentation provided to Reviewer

Reviewer makes decision & gives feedback (may recommence investigation or change decision)

Restoration

Feedback sought on process & outcome

Complaint expressed to someone 'Safe'. Complainant counselled and supported to take concern to respondent, if appropriate. Direct or mediated conversation Agreed-upon outcome and restoration. between complainant and respondent (advocate/support person if appropriate). Feedback sought on process & outcome. Follow-up meeting between complainant Advice provided on who to speak to if and support person reveals complainant concerns arise again. dissatisfaction. Complainant counselled & supported to take concern to Line Manager Direct or mediated conversation between complainant and Line Manager (with or without advocate/support person). Follow-up meeting between complainant and Line Manager reveals complainant Investigator appointed. Both parties dissatisfaction. are informed of the investigator and decision-maker and given the opportunity to object. Investigator meets with complainant (advocate/support person) to hear Investigation Conducted complaint, plan complainant's involvement and preferred method of receiving updates. Follow-up meeting reveals dissatisfaction (complainant and/or respondent) Risk assessment conducted. May result in control measures put in place. These are not tantamount to a finding/out-Counselled & supported to take concern come and have no bearing on findings. to Chair of GBC Board Investigator meets with respondent. Internal Review of Decisions Investigator gathers evidence and presents areas requiring response to complaint, with explanation of Follow-up meeting reveals dissatisfaction possible outcomes. (complainant and/or respondent) Investigator completes Investigation Counselled & supported to take concern Report & makes recommendations to to external auditor Principal. External Review of processes Outcome decided, communicated and carried out. Restoration Restoration. Feedback sought on process & outcome

Feedback sought on process & outcome.



Concerns, Complaints and Disputes Procedure SECONDARY

I've got a problem

I know a staff member I feel safe to talk to or email, or give them a note. I can ask someone else that I trust (a family member or good friend) to go with me, or to tell them about my problem.



Talk it out

Most times, the next best step is to talk to the person I have a problem with. My safe staff member can help me prepare what to say and how to say it. I can have a support person with me. This helps me learn how to positively resolve issues for the rest of my ife.

Someone will listen

It doesn't matter how big or small my problem is, my safe staff member will listen and believe me. I get to choose how much I say, how involved I am, what supports I use and the best way they can let me know what's going on as they work through the process.

I might need extra help

My safe staff member might need to talk to someone outside GBC if something is making me unsafe. They will explain things to me and stick with me as long as they can or while I need their support.

Talk to someone else

If it's not sorted, my safe staff member will support me to take my concern to the best GBC supervisor.

It worked out

I just needed someone a bit removed from the situation to help.



It's sorted

Talking with the other person helped resolve the issue.



The Deputy will investigate

member will help me go to the Deputy Principal who will investigate and the Principal will make a decision. I can be part of

If the problem isn't resolved, my safe staff

the process or not - I will be kept informed.

Principal decision and action

The Principal will let me know the decisions and reasons from the investigation. She may explain what actions GBC is taking to fix the problem. I am encouraged to have my support people with me for this step.



The investigation was helpful and good decisions were made.



I can take it to the Board and beyond

If I'm not happy with the decision, the Principal will help me to understand how I can ask the Board Chair to review the investigation.

If that still doesn't solve it, I can go to the Director General of Education to review the decision of the Board Chair.

It's all OK

The problem has been sorted out and I can go on.







Concerns & Complaints Process Primary



If I have a problem at school or at home



o. Tala

I can TALK to a GBC staff member I feel safe with or give them a note or ask someone else to speak for me.







2. WSTEN

GBC staff will LISTEN, care and do all they can to help me. I can choose how much I say.

3. AGLP

When they UNDERSTAND they will try to HELP & FIX it. They might need to speak to someone outside GBC. GBC staff will tell me & my safe people what's happening.



My safe person can help me work out the steps to solving the problem. I can have a friend or family member with me.











Talk to the person who made me unhappy. My safe people can help me.



The GBC Deputy will listen and investigate a solution. My safe people can be with me.



The Principal will explain why decisions were made to me and my safe people, and the next steps.



My safe person will tell me about other people at GBC who can help. They will listen, believe & support me.

B.



S. More

The Director General of Education can investigate to see if GBC made the right decision.



