



Concerns, Complaints and Disputes Procedure PUBLIC

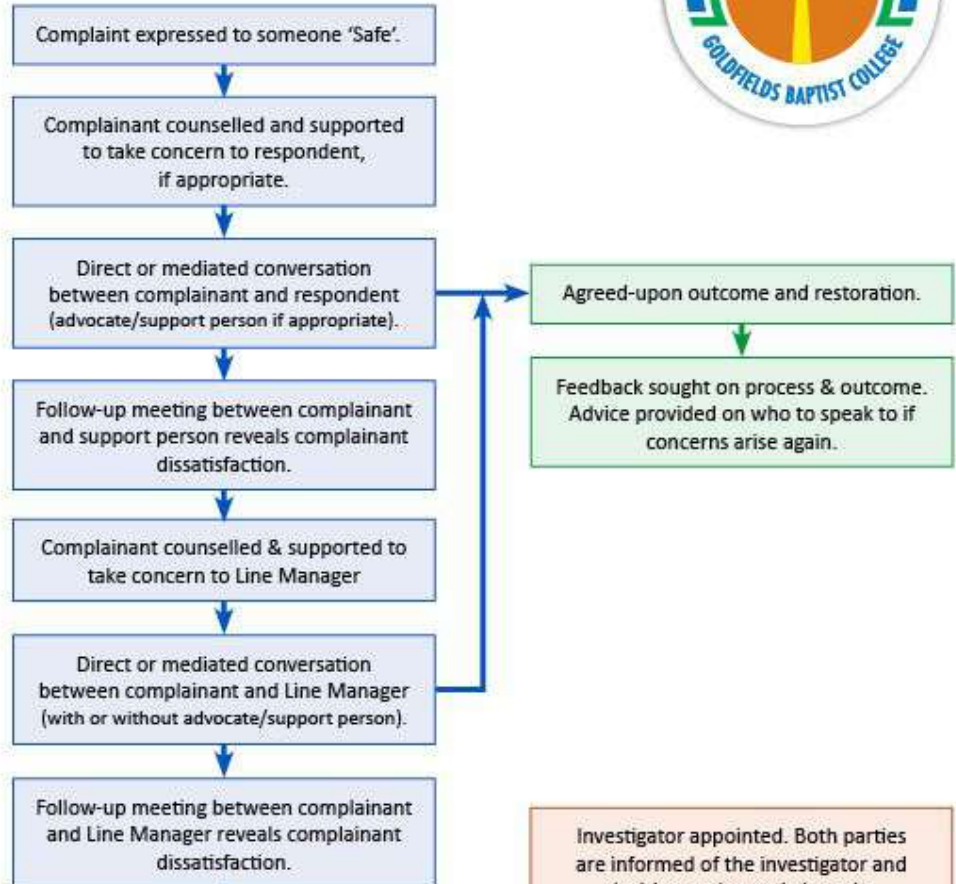


Concerns, Complaints and Disputes Procedure Staff

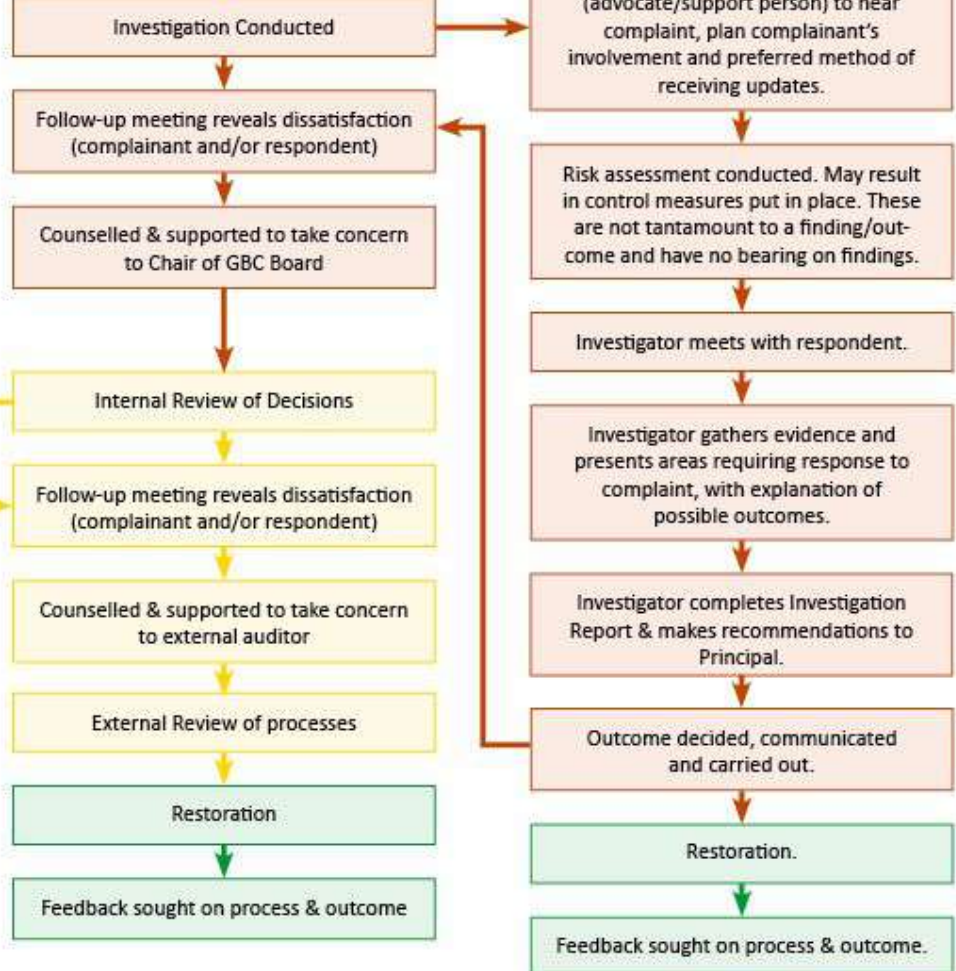


LEVEL 1 DIRECT RESOLUTION & RESTORATION PROCESS

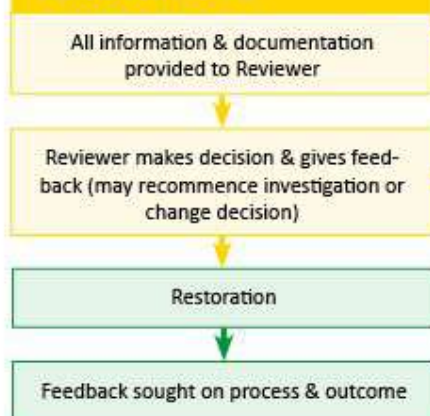
- * All complaints received must be
 - documented,
 - kept and
 - acted upon.
- * All concerns/complaints are
 - valid and
 - deserve to be heard.



LEVEL 2 INVESTIGATION FOR RESOLUTION & RESTORATION PROCESS



LEVEL 3 REVIEW FOR RESOLUTION & RESTORATION PROCESS





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 life.



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

If the problem isn't resolved, my safe staff member will help me go to the Deputy Principal who will investigate and the Principal will make a decision. I can be part of 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.



I'm happy

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
...

1. TALK

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. LISTEN

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

3. HELP

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.

4. STEPS

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

A.

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

B.

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

B.

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

D.

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

5. MORE

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



Concerns & Complaints Process
Early Childhood

