The complaints resolution procedures encompass both informal and formal action.

Upon receiving a complaint the principal will assess the nature of the complaint and form a view regarding the appropriate course of action.

Many concerns expressed to the principal by parents, students, staff members or members of the community are most appropriately dealt with at an informal level. The principal will need to make an assessment in each case about whether the concern or complaint requires the use of a formal process or whether informal resolution is appropriate.
Informal process

The principal may decide to respond to a complaint through an informal process where:

A complaint is of a minor nature
The complainant wishes the matter dealt with informally and the principal considers this appropriate in the circumstances
A complaint has arisen from lack of, or unclear, communication.

Informal resolution of a complaint may involve talking to one or more of the parties. The complainant may wish to deal with the situation himself or herself but may seek advice as to possible strategies to resolve the matter. The principal may ask the principal to speak to the person/people on his or her behalf. The principal may then privately convey the complainant’s concerns, listen to the response of the person and respond accordingly. Informal procedures emphasise resolution rather than factual proof of a complaint.

Providing a written response to the complainant outlining the action taken is advisable. Documentation of an informal process can be minimal, for example a diary entry and/or retention of a copy of any response provided to the complainant. Where an informal process is either unsuccessful and the complainant wishes to pursue the matter, or the informal process is inappropriate the principal will implement a formal process.

Formal process

The formal process comprises the following steps:

Step 1 Investigating the complaint
Step 2 Making a finding
Step 3 Determining appropriate action
Step 4 Preparing a report
Step 5 Monitoring the situation