

Complaints and Grievances Flowchart

WHERE DO I GO WITH A COMPLAINT OR GRIEVANCE?

- The following flow chart outlines the appropriate procedure for raising a complaint or grievance. Complaints or grievances can often be worded as concerns. Identification of a matter as a complaint or grievance is a responsibility of school staff.
- Management staff will check that the procedure has been followed if a complaint or grievance matter is brought to them.
- With regard to whole school concerns, please put them in writing to the Head of School for appropriate action.
- All members of the school community are obliged to follow these procedures. If you have questions about using these procedures, please contact the Head of School or school Board for advice.
- Wherever possible, complaints are to be resolved by a process of discussion, cooperation and conciliation. The aim is to reach an acceptable outcome that minimises any potential detriment to ongoing relationships.
- The person raising the complaint or grievance is called the complainant. The person subject of the complaint or grievance is called the respondent.

