St Joseph's Chiltern

Flowchart for Complaint - School Level

COMPLAINT ARISES

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COMPLAINANT TO DETERMINE NATURE OF COMPLAINT

- Classroom Complaint → **CONTACT CLASSROOM TEACHER AND DISCUSS**
- School Wide Complaint → **CONTACT SCHOOL PRINCIPAL** (or other Delegated member of the School Leadership team) and discuss
- Complaint about the Principal → **CONTACT THE CES LIMITED OFFICE** and discuss

CONTACT CLASSROOM TEACHER AND DISCUSS

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DOES THE COMPLAINANT CONSIDER THE MATTER RESOLVED?

- No → **CONTACT SCHOOL PRINCIPAL** (or other Delegated member of the School Leadership team) and discuss
- Yes → **GRIEVANCE RESOLVED**

CONTACT SCHOOL PRINCIPAL (or other Delegated member of the School Leadership team) and discuss

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DOES THE COMPLAINANT CONSIDER THE MATTER RESOLVED?

- No → **CONTACT THE CES LIMITED OFFICE** and discuss

GRIEVANCE RESOLVED

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DOES THE COMPLAINANT BELIEVE THAT THE GRIEVANCE HAS NOT BEEN APPROPRIATELY REMEDIED?

- Yes ↓

Complainant may wish to escalate the grievance to an external organisations such as:
- Victorian Equal Opportunity and Human Rights Commission
- Australian Human Rights Commission