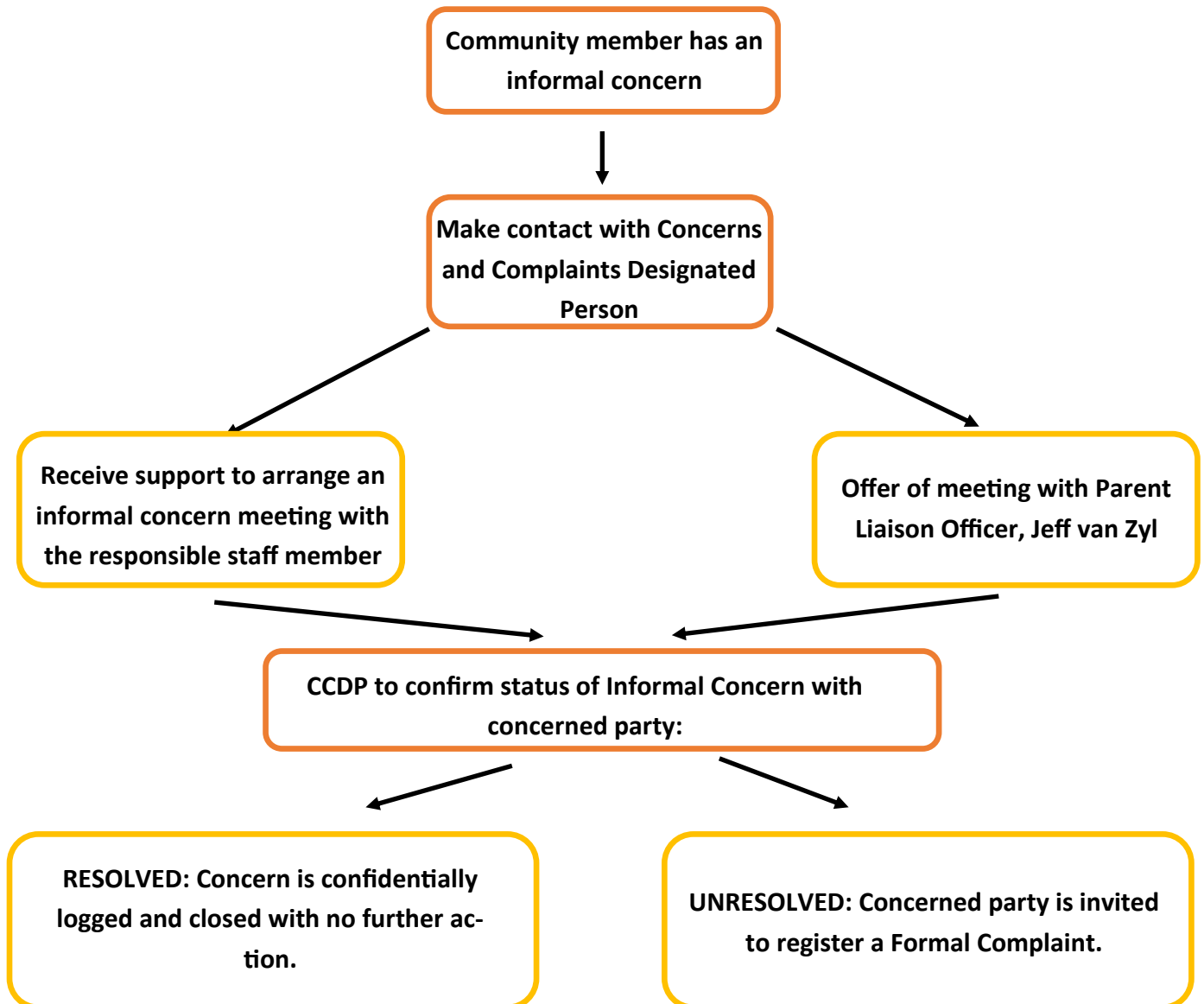


CONCERNS AND COMPLAINTS PROCESS

INFORMAL CONCERN



CONCERNS AND COMPLAINTS PROCESS

FORMAL COMPLAINT

Community member registers a Formal Complaint with Concerns and Complaints Designated Person (CCDP) in writing.



CCDP acknowledges receipt of Formal Complaint within 48 hours.



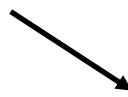
CCDP will log the complaint, confidentially and in date order. CCDP will notify the Chair of Trustees of the complaint.



DP will investigate the complaint from a neutral perspective, preparing and writing a report for distribution between the parties within 15 days from date of receipt.



DP will confirm the status of the complaint with the concerned party.



RESOLVED:

Complaint will be closed and logged as resolved.

UNRESOLVED:

Complainant is invited to request a Panel Review (Appeal) Hearing with the Chair of Trustees.

NO RESPONSE FROM COMPLAINANT:

Complaint will be closed if no response is received within 60 days from distribution of investigation report.

CONCERNS AND COMPLAINTS PROCESS

PANEL REVIEW (APPEAL) HEARING

Complainant is invited to call a Panel Review Hearing by contacting the Chair of Trustees.



Chair of Trustees forms an appropriate review panel



Panel Chair will contact the complainant to arrange a date / time for the Panel Review Hearing to take place.



The complainant should provide the Panel with all relevant information no later than one week prior to the date of the review meeting.



Members of the panel will review the complaint confidentially



Panel will hear the concerns and may call for the staff members against whom the complaint has been made.



Following the hearing, the Panel Chair will inform the complainant and the subject of the complaint of their decision in writing, normally within 10 working days.



The decision of the Panel will be final. The school offers no further appeal to the decision of a Review Panel.