Parent/Caregiver, student, staff member, member of the public makes a complaint.

Complaint is lodged with a staff member.

Staff member will determine if the management of the complaint falls within their area of responsibility.

- If Yes and it is NOT Serious the complaint can be dealt with at that level in a timely way. No notes are necessary.

- If No the complaint should be passed onto the next appropriate person - Co-ordinator, AP, Principal. Eg about another staff member or parent or child in another class. If the complaint is being passed on – it should be recorded using the complaint form. Complaints Register Completed.
  
  Where the complaint is being passed on, the intake person’s supervisor is to be informed.

  The supervisor will determine the next action using the CEO Procedures.

  Refer to Principal/AP or the appropriate supervisor paperwork is to be completed.

If it concerns the principal and is not serious it may be referred to the principal.

If serious, it should be referred to the Catholic Education Office.

If Yes and Serious it should also be referred to the person’s supervisor. Notes should be recorded.

Complaints Register Completed

The CEO procedures will be followed.