School Community Grievance Process Flowchart





STAGE 1

Attempt to settle grievance directly with person(s) concerned.









STAGE 3

If your grievance is considered serious or resolution has not been reached, you must complete the Grievance Lodgement Form and email it to the Deputy Principal for review.

Within 10 working days the Deputy Princiapl or authorised representative will contact the Complainant to discuss.

NOTE: Failure to attempt settlement at previous stages may result in your grievance being referred back to Stage 1 or 2.



(depending on the type of grievance) the:

Contact either

STAGE 2

- 1. Director of Students
- 2. Director of Studies for a discussion and assessment of your grievance.

NOTE: Failure to attempt settlement at previous stage may result in your grievance being referred back to Stage 1.









Grievance Resolved?





STAGE 4

If your grievance has progressed through Stages 1, 2 or 3 and resolution has not been achieved or the grievance is so serious it requires formal action you must ensure a Grievance Lodgement Form has been completed and lodged with the Principal and a formal investigation will commence within 15 working days.



Grievance Resolved?



The Principal will provide you with external dispute resolution channels.



No