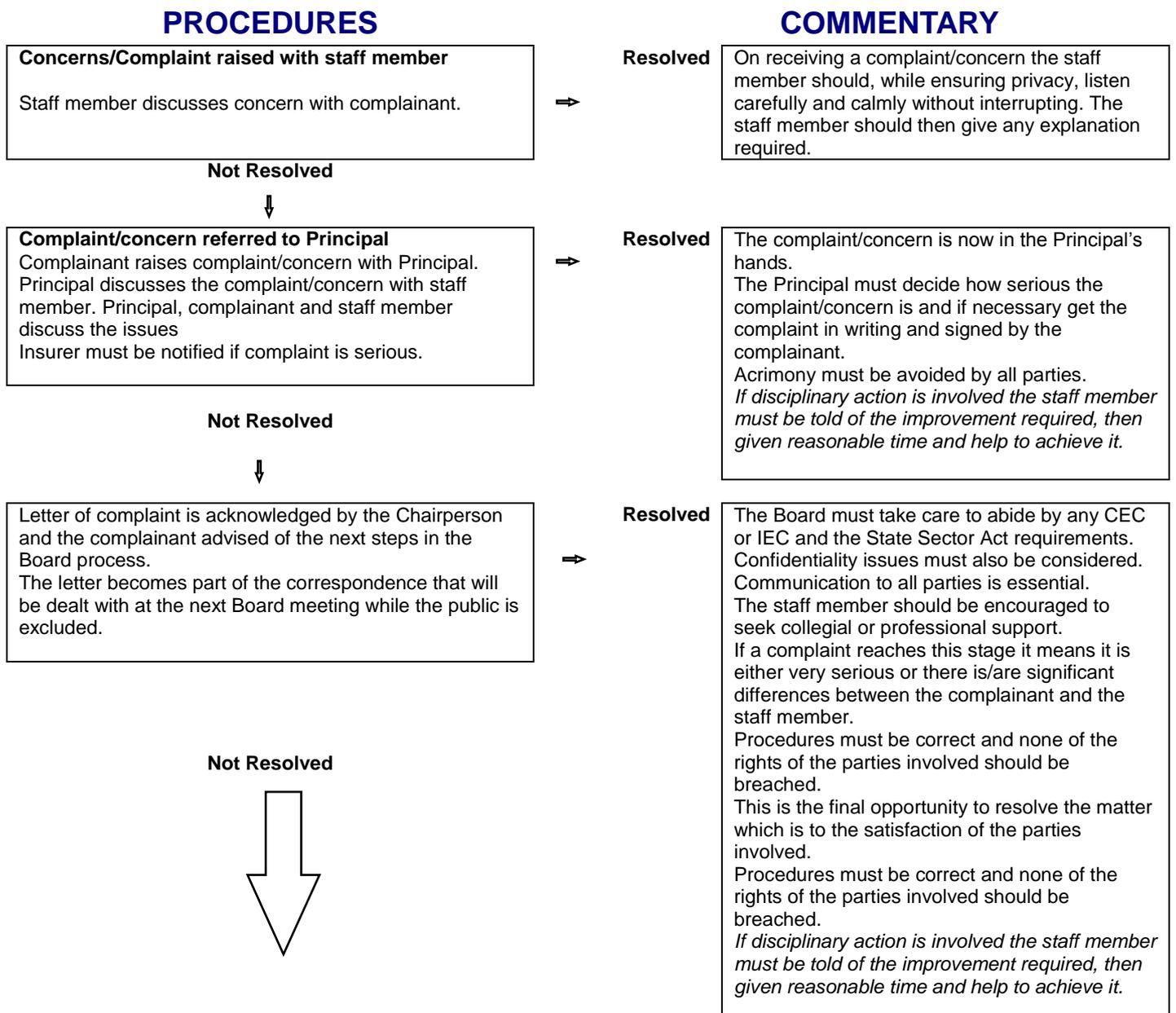


Flemington School Procedure – NAG 3 Complaints and Concerns Flowchart

OVERVIEW:

- To enable the resolution of complaints (written correspondence) and concerns (Verbal communication) raised by parents/caregivers and community.
- To give clear guidance to all parties what procedure to follow.
- To outline and process to the handling of complaints/concerns for the best outcome for all concerned.
- To ensure a fair outcome for all affected parties
- To uphold the rights of all parties concerned

Procedural Flowchart



PROCEDURES

COMMENTARY

Letter is tabled at Board meeting (**with the public excluded**) and referred to relevant parties for reporting back to the Board. The Board decides whether to deal with the matter as a whole or appoint a committee to investigate and recommend to the Board.

Not Resolved



At the meeting of the Board / committee the reports are received and the parties **may** be invited to speak to their complaint or answer questions. The Board / committee considers the evidence and/or information and comes to a decision or recommendation.

Not Resolved



Depending on the delegated powers of the committee either they or the Board as a whole come to a resolution as to how the Board will respond and/or what action will be taken

Not Resolved



The Board's response is communicated to the parties to the complaint. This may be either publicly or confidentially depending on the case.



Resolved

The board should advise all parties of their response. Procedures must be correct and none of the rights of the parties involved should be breached. *If disciplinary action is involved the staff member must be told of the improvement required, then given reasonable time and help to achieve it.*

Not Resolved



Any of the parties may request the Board to reconsider their decision - however normally for such a reconsideration to take place new information that would have been relevant to the Boards deliberations must be produced.

Shaded area denotes "Public Excluded" Meetings

This Flowchart is to be read in conjunction with NAG 3 Policies, NAG 1 Policies and the following Procedures:

- Complaints to the BOT
- Staff Discipline
- Pupil placement