



APPENDIX 1

# COMPLAINT HANDLING FLOWCHART

Complaint or dispute arises

Complainant contacts the person connected to and/or most able to address and resolve the issue. In the first instance, this is likely to be the classroom or homeroom teacher, Head of Learning/Head of Year or House Coordinator. The complainant can raise the issue via email, phone, in person or via the form on the College website. This is considered an informal complaint.

A meeting via phone, video call or in person is arranged to discuss and resolves the issue within two working days of receipt of the complaint

**RESOLVED**

**UNRESOLVED**

For student-related complaints, the respondent records details of the complaint and outcome in SEQTA under Communication. For significant complaints resolved at this level, details of the complaint are forwarded to the Executive Assistant to the Principal who lodges the complaint in the Lumen Christi College Complaints Register.

The Complaint Register is reviewed in accordance with the CEWA Compliance Review timelines to identify trends and patterns that could lead to improved processes and training at the College.

The complaint is **elevated** to the person best placed to resolve the issue most likely a middle or senior leader. The receipt of the escalation of the complaint is acknowledged within 2 business days. This is considered a formal complaint.

For complaints of a serious nature, the complaint is lodged directly with or escalated to the Principal.

The Principal or Principal's delegate ensures that the complaint is duly investigated, and support is offered to all parties involved. The process for dispute resolution is communicated to all parties. Assistance from CEWA may be requested.

At the conclusion of the investigation, the Principal makes a determination about the complaint, and all parties are informed of the outcome in writing. There is no expectation that an anonymous complainant will be informed.

**UNRESOLVED**

If the complainant remains dissatisfied with the outcome of the complaint or if the complaint relates directly to the conduct of the Principal, the complainant contacts the:

- Principal (who reviews all matters related to the complaint within 15 working days)
- CEWA's School Improvement Advisor attached to the College.
- Executive Director of CEWA
- Director General of the Department of Education