







## Procedure for dealing with Concerns and Complaints at Spotswood College

### STARTING POINT

Your <b>concern</b> involves a classroom matter or a particular staff member	<b>NO</b> 	Your concern does not involve a classroom matter or particular staff member, <b>OR</b> has not been resolved by visiting the staff member.	<b>NO</b> 	Your concern does not involve a classroom matter or particular staff member, <b>OR</b> has not been resolved by visiting the staff member or the dean.	<b>NO</b> 	Your concern has not been resolved by visiting the staff member, dean or the principal, <b>OR</b> it involves the Principal or Board of trustees.	
YES ↓		YES ↓		YES ↓		Your concern has now become a <b>complaint</b>	
Write a note, email or phone the staff member concerned to make a suitable time to discuss the issue. Indicate before the discussion what the concern is about.		Write a note, email or phone the dean to make a suitable time to discuss the issue. Indicate before the discussion what the concern is about.		Write a note, email or phone the Principal and make a time to discuss the concern. Indicate before the discussion what the concern is about, and the steps you have taken to remedy it.		↓	
↓		↓		↓		↓	Write to the Board of Trustees via the chairperson, outlining your complaint in detail, and all the actions taken to date. The chairperson will need to ensure the correct procedure has been followed before the board will consider and may direct you back to the staff member, dean or principal.
Talk with the relevant staff member about the issue. Be prepared to listen to their point of view.		Talk with the dean about the issue. Be prepared to listen to their point of view.		Discuss with the principal, be prepared to listen to their point of view also, and provide feedback to ensure the concern is settled.		Include your name, signature and contact numbers. Your complaint will be acknowledged along with an expected timeframe for resolution.	
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Provide feedback to the staff member as to whether you were satisfied or not, to ensure the concern is settled.		Provide feedback to the dean as to whether you were satisfied or not, to ensure the concern is settled.		The concern may be referred back to the staff member or dean particularly when this process has not been followed to date		Except in exceptional circumstances the Board of Trustees will not accept any complaint unless it is in writing, and a reasonable attempt has been made to resolve it through this procedure.	

ISSUE RESOLVED?	NO	ISSUE RESOLVED?	NO	ISSUE RESOLVED?	NO	Once the board has considered and resolved the complaint, the board will endeavour to convene a follow up contact within <i>one month</i> .	
YES ↓		YES ↓		YES ↓			
No further action is required							