

School Managed Investigations

Handling of Grievances / Complaints

effective February 2009

- In the first instance, staff are urged to seek resolution of issues as promptly and informally as possible.
- The formal processes shown below are only initiated if these personal approaches have been unsuccessful.
- If, after a school managed investigation, the complainant or respondent believe they have grounds for appeal, they may write with details to the Area Supervisor at Brisbane Catholic Education Centre.

STEP 1 - Principal assesses allegation

If the allegation is about student protection matter then the Principal follows the Brisbane Catholic Education Student Protection process. If anonymous, the Principal assesses if an investigation is feasible. If an investigation is not feasible, close the matter. File papers securely in case of further development.

STEP 2 - Investigation

The investigator will;

- clarify complaint and put in writing if needed
 - acknowledge the complaint within 5 working days, providing contact details
 - identify the issues (may include interview of complainant)
 - interview respondent(s)
 - collect documentary evidence
 - obtain witness statements
 - re-interview as necessary
 - prepare report including findings, conclusions and recommendations for further action.
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STEP 3 - Action

The Principal will;

- consider recommendations and action as necessary
 - notify complainant providing reasons for the decision reached, taking care to protect the privacy of the respondent
 - notify the respondent of the outcome
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