

Purpose:

People have a right to make comments or raise concerns and expect them to be heard and to be treated with confidence. Any issues of contention should be addressed at the earliest stage in a timely manner with a view to achieving a satisfactory resolution. This is to be achieved by dealing with all complaints in an equitable, objective and unbiased manner, ensuring the complaint handling process is fair and reasonable and the complainant is kept informed throughout the process.

- The Principles of Natural Justice shall be applied to ensure a fair process is followed:
 - fair/free from bias
 - open and transparent

Ref: State Services Commission "Principles of Natural Justice"

- The Formal Procedures Principles to be followed when dealing with formal complaints are those accepted by the courts and are consistent with those contained in the Collective Employment Agreements that cover staff employed at van Asch.
- Staff and parents are obliged to take the informal steps first unless alleging gross misconduct.

