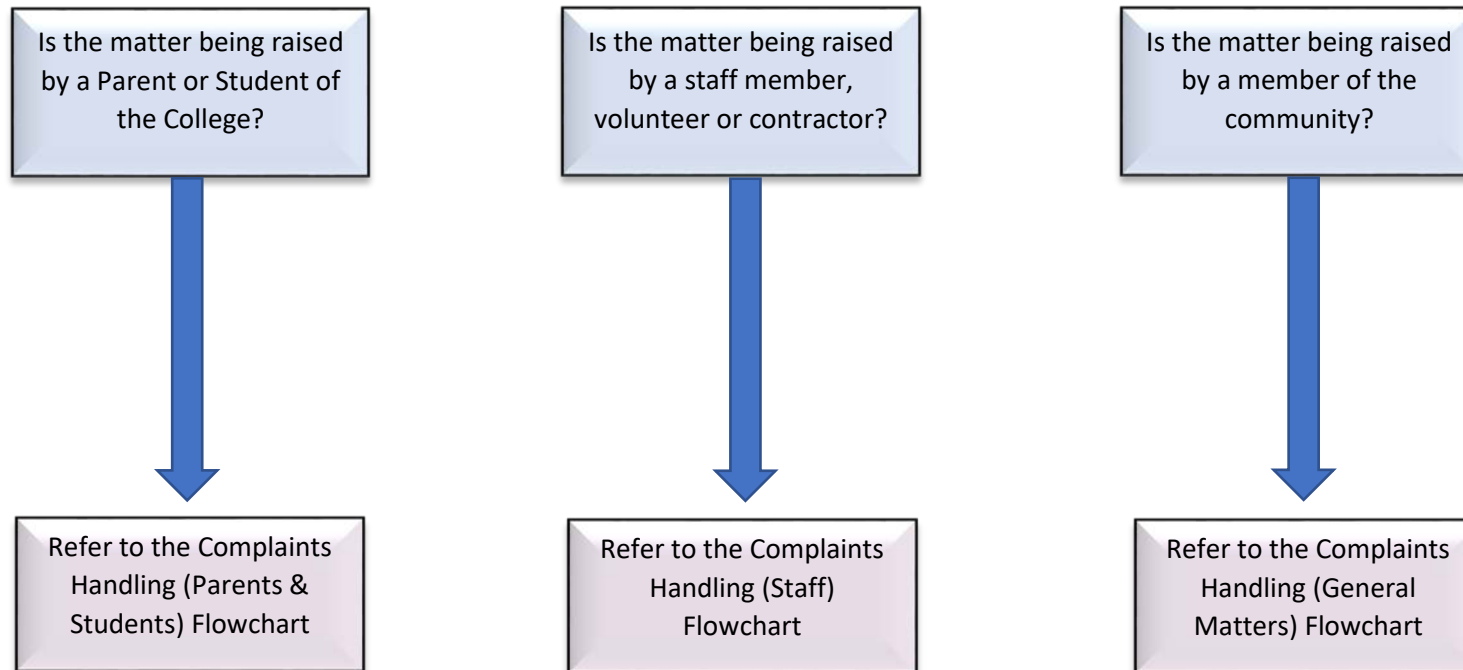


COMPLAINTS HANDLING MASTER FLOWCHART



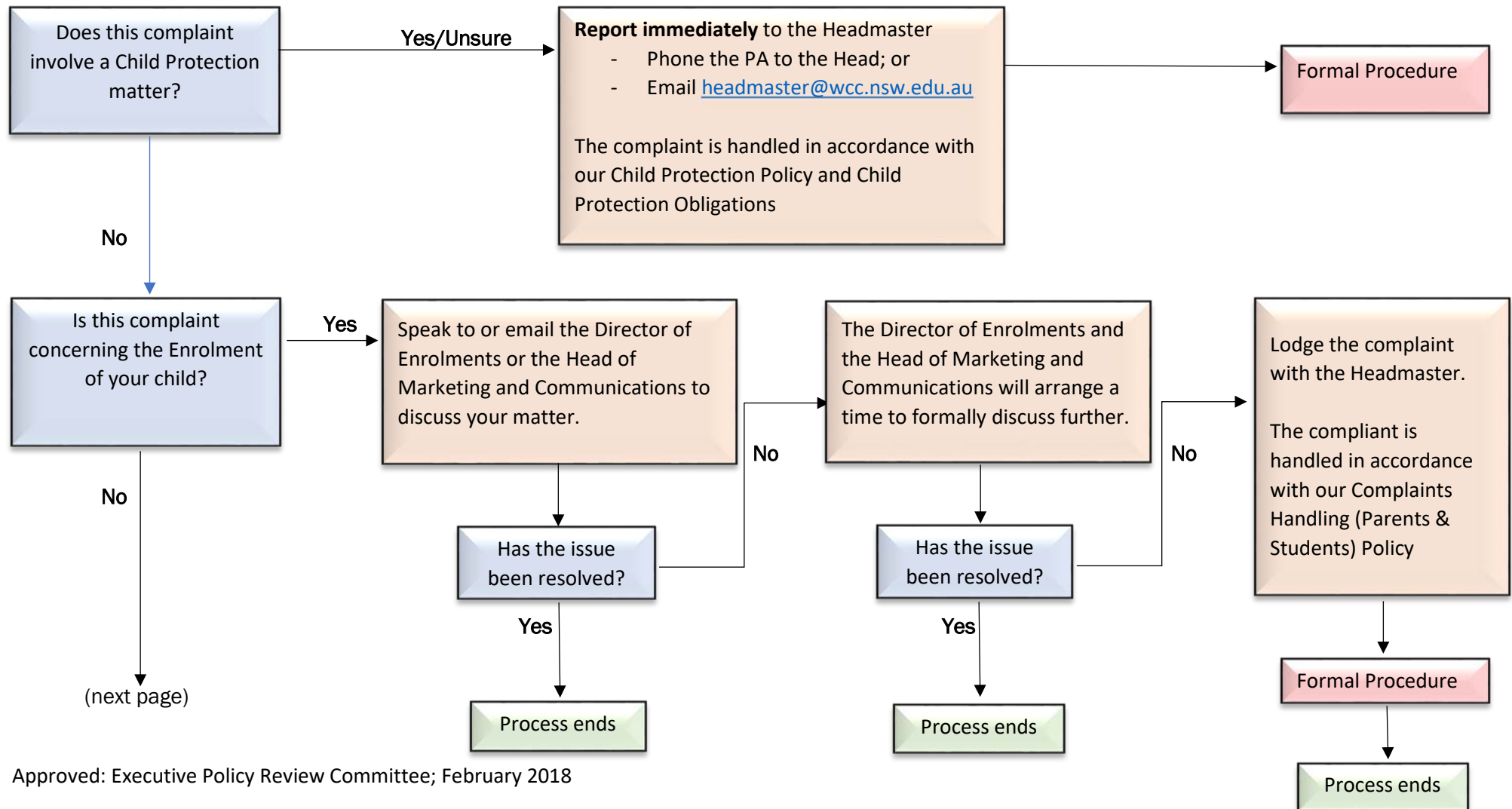
All matters that proceed to a formal complaint will afford relevant parties the principles of procedural fairness, which cover:

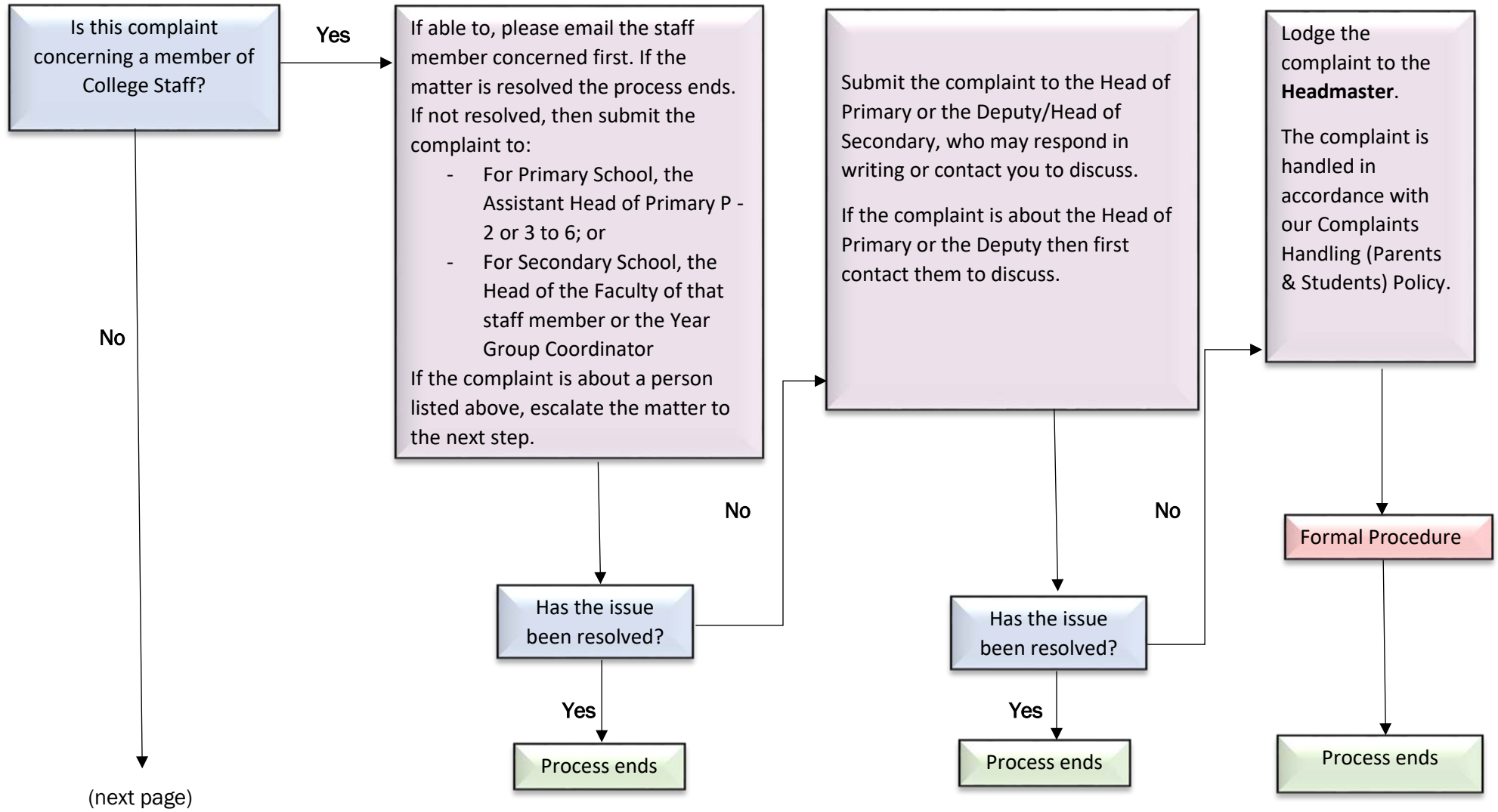
- The person knowing the complaint that is made against them; as appropriate to the circumstances
- The right to be heard [the 'hearing' rule]; as appropriate to the circumstances
- The right to an unbiased determination [the 'no bias' rule]
- Actions are taken on the basis of reasonable enquiry, finding of facts and due consideration of the matter

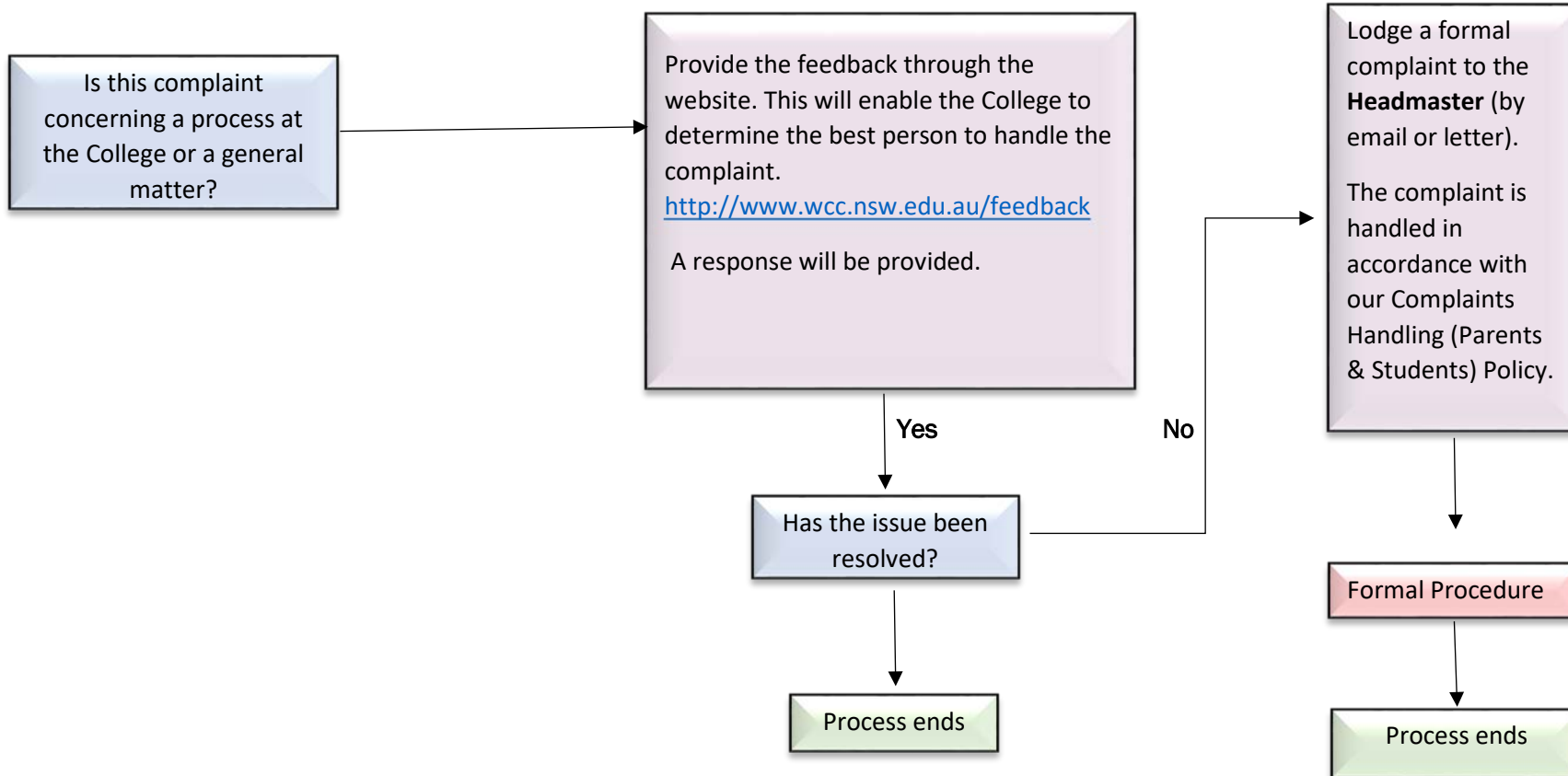


COMPLAINTS HANDLING (PARENTS & STUDENTS) FLOWCHART

COMPLAINTS HANDLING (PARENTS & STUDENTS) FLOWCHART



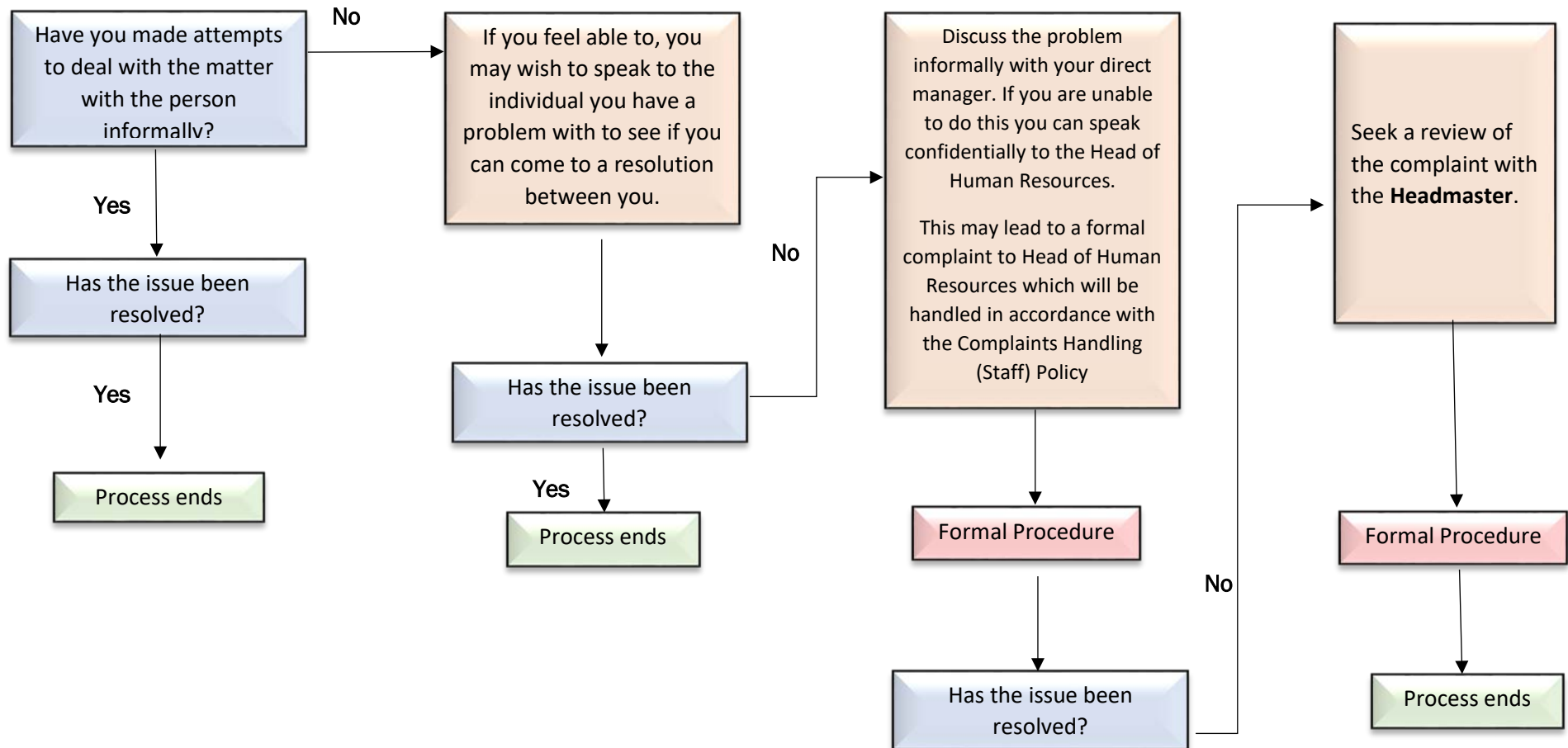






COMPLAINTS HANDLING (STAFF) FLOWCHART

COMPLAINTS HANDLING (STAFF) FLOWCHART





COMPLAINTS HANDLING (GENERAL MATTERS) FLOWCHART

