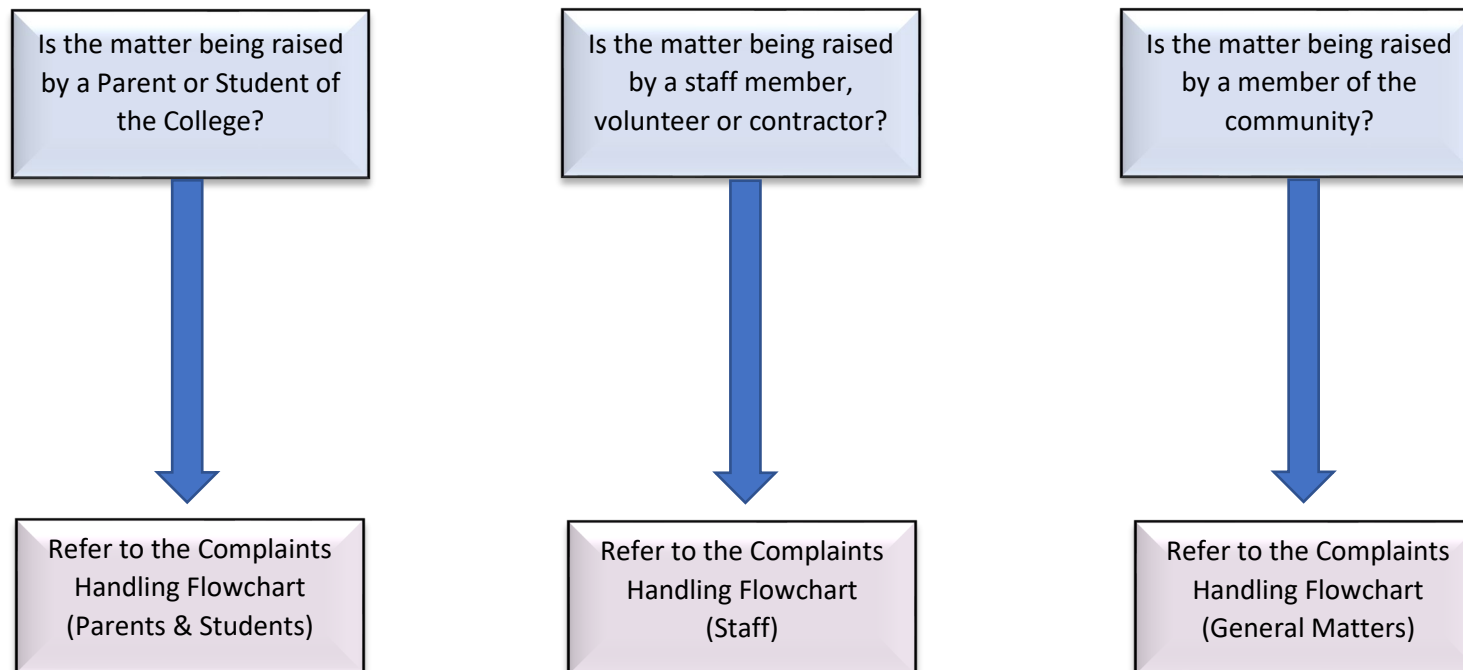


COMPLAINTS HANDLING FLOWCHART

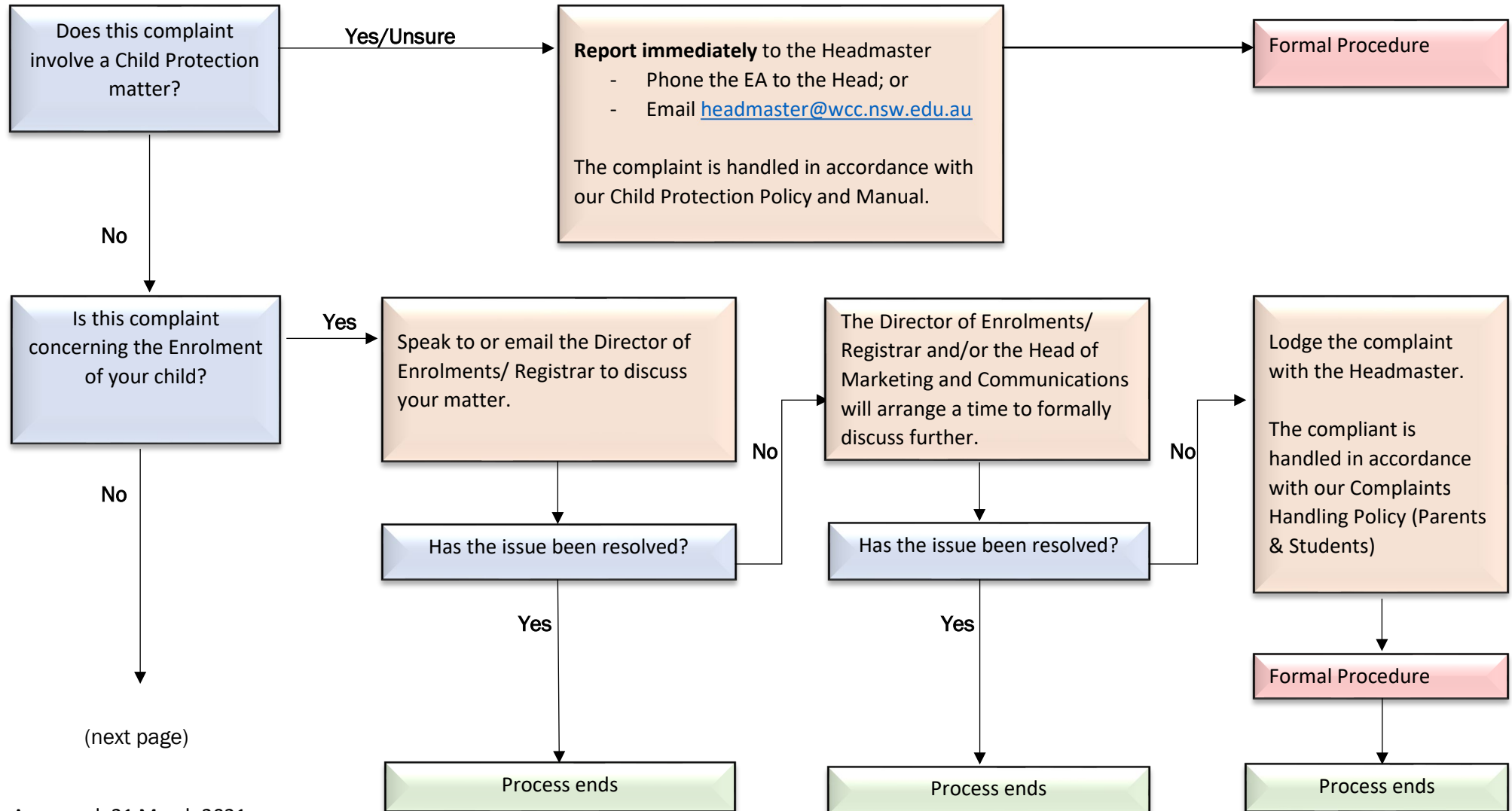


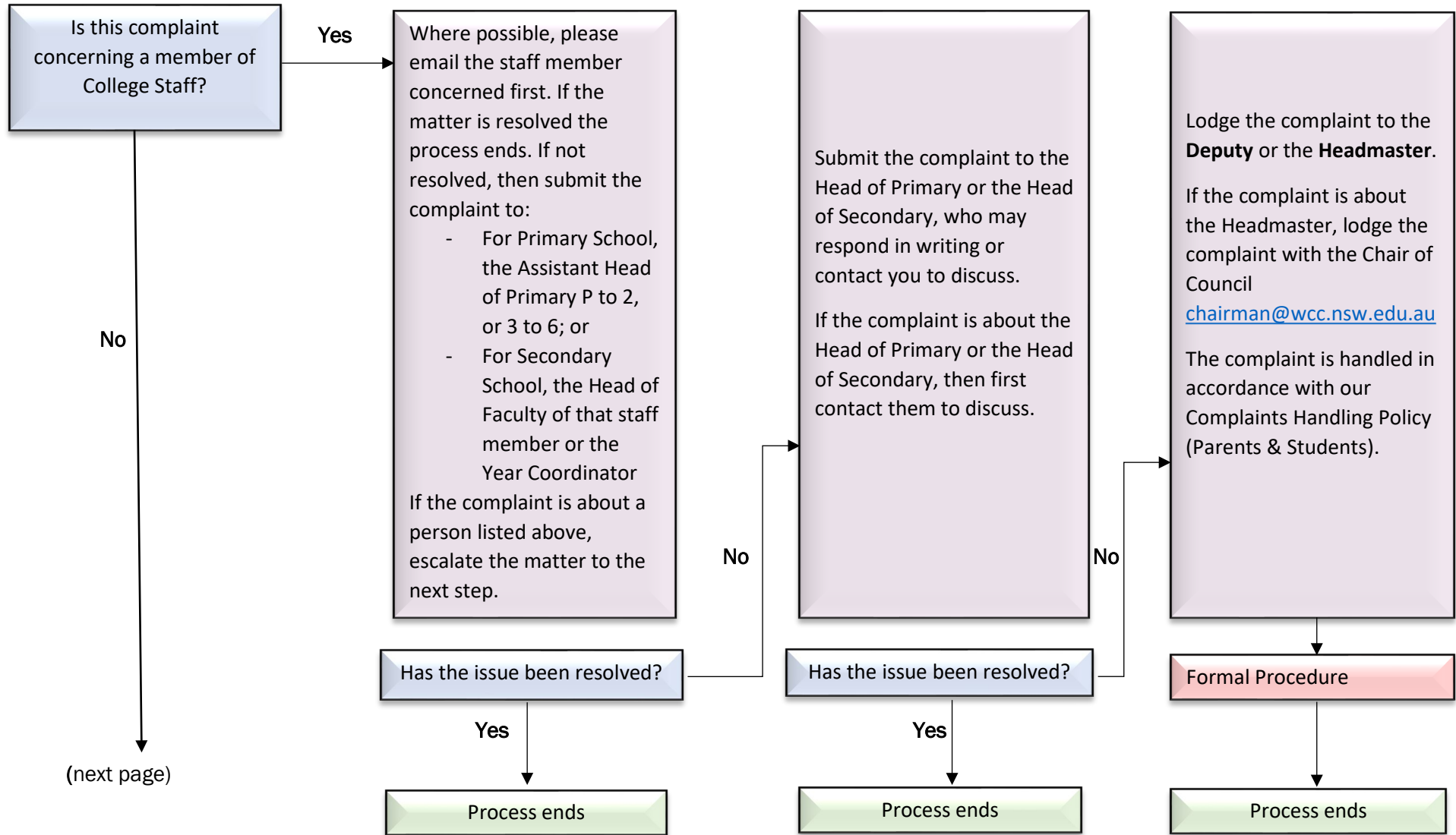
All matters that proceed to a formal complaint will afford relevant parties the principles of procedural fairness, which cover:

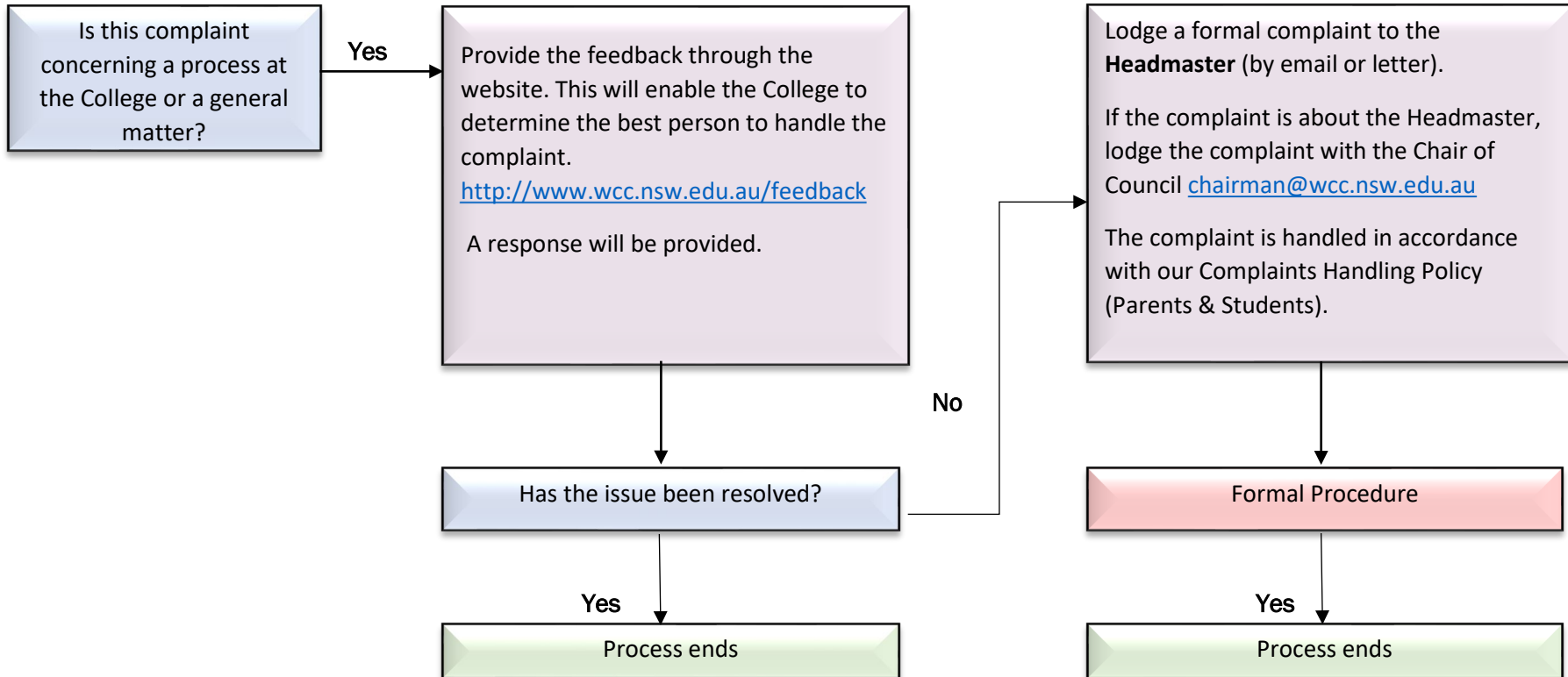
- The person knowing the complaint that is made against them (as appropriate to the circumstances).
- The right to be heard [the 'hearing' rule] (as appropriate to the circumstances).
- The right to an unbiased determination [the 'no bias' rule].
- Actions are taken on the basis of reasonable enquiry,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

COMPLAINTS HANDLING FLOWCHART (PARENTS & STUDENTS)

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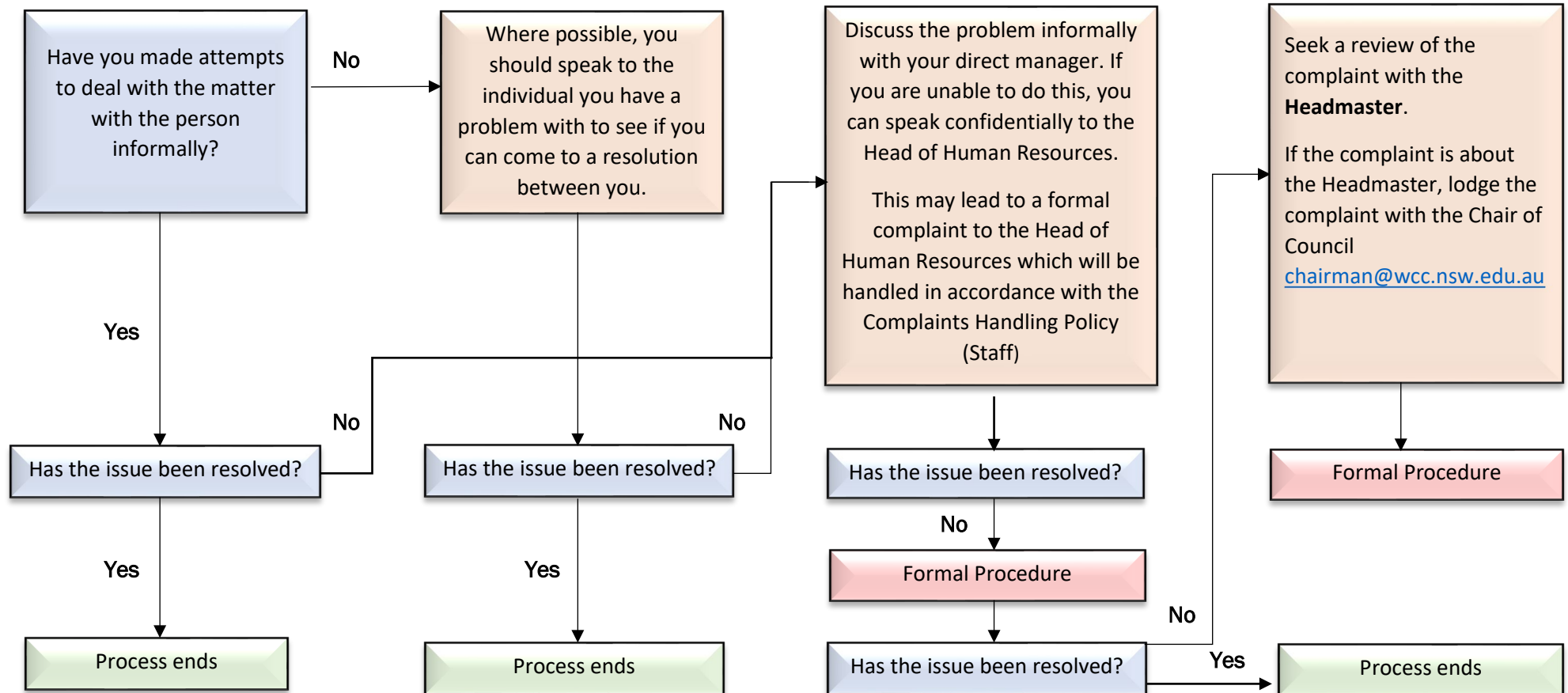






COMPLAINTS HANDLING FLOWCHART (STAFF)

COMPLAINTS HANDLING FLOWCHART (STAFF)



COMPLAINTS HANDLING FLOWCHART (GENERAL MATTERS)

