## **COMPLAINTS PROCESS - ON RECEIVING A COMPLAINT**

1. The complaint is received via either...

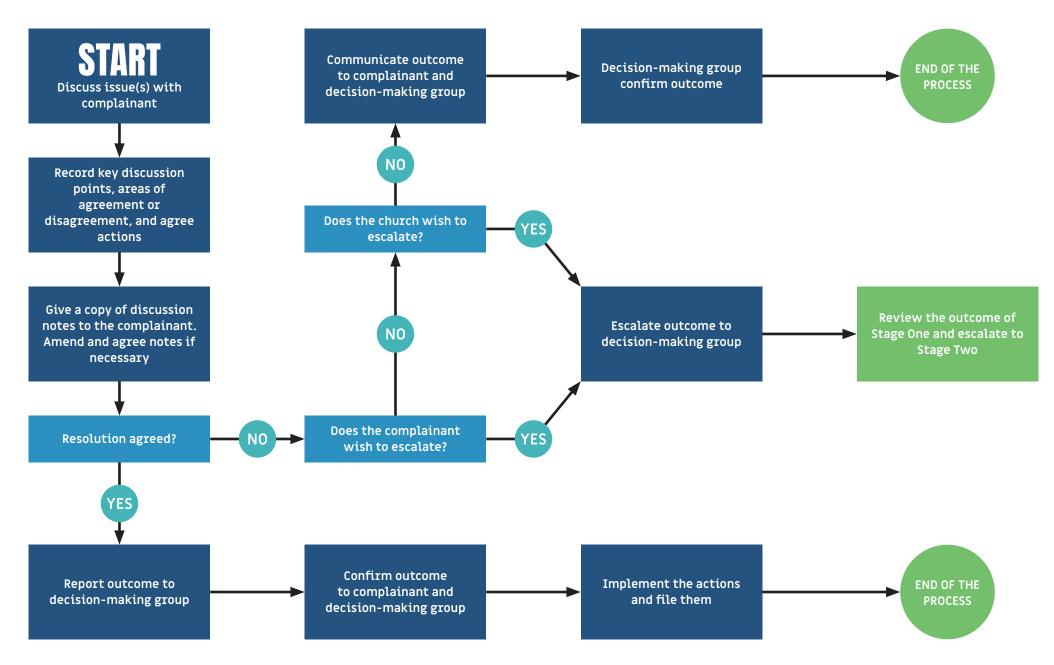
- a. complaint form
- b. written complaint (not on official form)
- c. verbal complaint (if so, record on an official complaint form)

- The complaint is passed to the person responsible for receiving complaints. They establish...
- a. ...that all required information has been received.
- b. ...that the issues raised are clearly understood.
- c. ...whether the allegation meets a statutory threshold and should be reported to the relevant authorities.
- d. ...whether the complainant wishes to commence at Stage One or Stage Two.
- e. ...the level of urgency. They determine whether any immediate action is required and ensure any action is taken promptly.

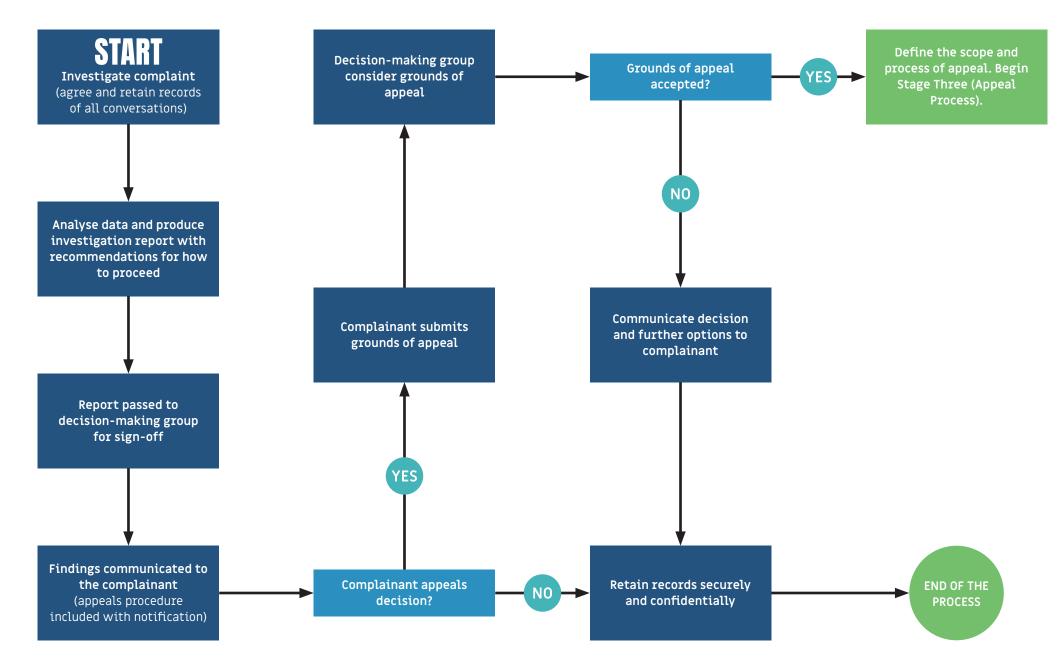
- The person responsible for receiving complaints formally acknowledges receipt in writing, including:
- a. The outline of the key points of the complaint.
- b. The outline of the complaint process.
- c. The anticipated timeframe for next communication.

- The complaint is referred to a decisionmaking group who will:
- a. Establish what action needs to be taken.
- b. Agree who will handle the complaint.
- c. Agree the scope of the work and provide an outline plan (key milestones & timeframes).
- d. Establish a key contact for the complainant and offer pastoral support.
- e. Establish whether anyone else (either involved or implicated) needs to be informed and/or supported pastorally.
- f. Communicate the plan and timeframes.

## **STAGE ONE : INFORMAL RESOLUTION**



## **STAGE TWO : ESCALATION AND INVESTIGATION PROCESS**



## **STAGE THREE : APPEAL PROCESS**

