

Procedure: Gov 23A Complaints Process

Procedure function: School Operation
Applies to: Board members & Principal

Date approved:
Date for review:
Review responsibility: Board
Distribution to: Board & Principal

Link to: *Gov 23 Complaints*

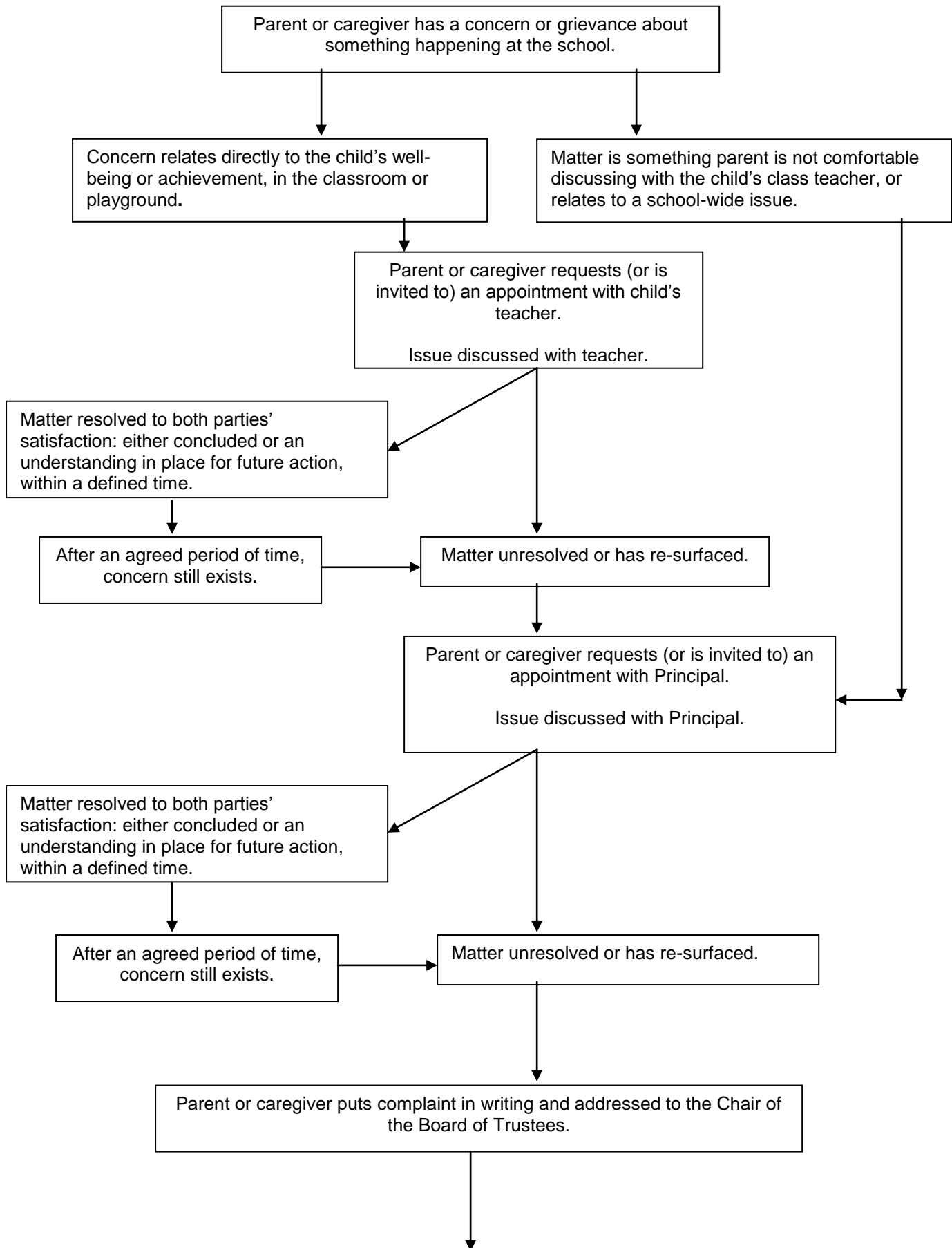
- **Purpose of procedure**

Gov 23 outlines the Board’s policy on the handling of complaints; this procedure describes in detail how the policy will be implemented in situations where the Board is involved.

Gov 23A COMPLAINTS PROCESS

Note: In the interests of clarity, the school’s full complaints process is included in the attached flow chart. The Board should be clear, however, that the first stage of the process is managed by the Principal, and that the Board has direct responsibility only for the second stage of the process.

Stage One: Staff & Principal Process



Stage Two: Board of Trustees Process

