Complaints Handling Policy Guidelines

Formal Procedures

Remedy and Systems Improvement Procedure

Overview flowchart

An appropriate response to a systems problem may involve:

If REMEDY & SYSTEMS IMPROVEMENT Procedure applies

- Is remedy warranted?
  - Yes
  - No
    - Explain to complainant

  - Is immediate remedy possible?
    - No
    - Yes
      - Explain to complainant and if appropriate refer to principal or local manager

  - Is remedy by local management possible?
    - No
    - Yes
      - Explain to complainant and if appropriate refer to principal or local manager

If remedy is warranted (e.g. if there are grounds for a change to the statewide system, program or policy) refer to the statewide manager

- Is remedy by statewide management warranted and possible?
  - No
  - Yes
    - Explain to complainant

  - Implement remedy and systems improvement if applicable and notify complainant

Request for review?

- Yes
- No

Determination

CLOSURE