

CENTRAL REGIONAL HEALTH SCHOOL

**NAG # 2 Documentation and self-review
and 3 Employer responsibilities**

POLICY: Complaints

The board and staff of CRHS ensure that all complaints (verbal or written) are handled according to the Complaints Guidelines and Procedures

Governance	<p>Guidelines</p> <ul style="list-style-type: none">• All complaints received by CRHS Board and Staff are dealt with using the process outlined in the flowchart• All complaints are resolved in accordance with the timelines as detailed in the flowchart• Complainants with concerns regarding the delivery of health services are referred to the Advocacy Network Services and provided with a copy of the Code of Health and Disabilities Consumer Rights pamphlet• The Board Chair deals with complaints against the Principal. All other complaints are dealt with by the Principal in the first instance - complaints received by the Board Chair will be referred to the Principal• Complaints against employees and in matters of staff discipline and competence are dealt with in accordance with the provisions contained in the employee's employment agreement• Complaints against Board members are referred to the Board Chair• Complaints against the Board Chair are referred to to the Board• All complainants and employees are informed of their right to advocacy and representation at the beginning of the process
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Approved: 09.03.03

Signed:

Review: March 2006

Note:

Complaints about the Principal are received by the Board Chair; all other complaints received by the Board Chair are referred to the Principal

Complaints Process Flow Chart

