Complaint handling flowchart

victorian institute of teaching

FRONTLINE RESOLUTION

Acknowledge a complaint within 10 days of receipt

Assess the complaint and determine how it should be dealt with

Are the issues raised...

COMPLEX / SERIOUS / SYSTEMIC

UNLIKELY TO BE RESOLVED

EASILY RESOLVED

Resolve the matter and advise the complainant of the outcome. Is the complainant still aggrieved?

YES

NO

RECORD IN THE COMPLAINTS REGISTER AND CLOSE THE MATTER

INVESTIGATION

Allocate the matter to the Complaints Manager and / or relevant Director for investigation and resolution and advise the complainant of the process

Obtain relevant evidence and maintain a complete record of the investigation

Make an objective and fair decision on the weight of the evidence available

Prepare an outcome statement setting out the steps taken and the reasons for the decision

Where the investigation identifies an error, take appropriate remedial action

Resolve the matter and advise the complainant of the outcome. Is the complainant still aggrieved?

NO

YES

RECORD IN THE COMPLAINTS REGISTER AND CLOSE THE MATTER

INTERNAL REVIEW

Consider whether an internal review is appropriate

If appropriate, allocate the matter to an independent officer (Complaints Manager and / or relevant Director) for internal review and advise the complainant of the process

Review the complaint process to date, and make an objective and fair decision on the weight of the evidence available to either confirm, vary or reverse the outcome, as appropriate

Advise the complainant of the internal review outcome and any avenues of external review

RECORD IN THE COMPLAINTS REGISTER AND CLOSE THE MATTER

Complainants should be advised of their right to complain to the Victorian Ombudsman

The Victorian Ombudsman can receive complaints about the administrative actions of state government agencies and councils

EXTERNAL REVIEW