

COMPLAINT NOTIFICATION FORM

Use this form to make or record a complaint relating to the WA College of Agriculture Harvey. A member of staff will contact you within 5 working days to discuss how to proceed with your complaint.

The process:

1. Document the complaint and submit to appropriate staff member or the front office
2. Staff member will be allocated to investigate
3. Investigating staff member discusses the complaint and resolution process with the complainant within 5 working days
4. Investigation takes place
5. Resolution/outcome determined, documented and communicated to all parties
6. Review by investigating staff member to ensure resolution/outcomes are actioned
7. Return this form to the Principal upon completion with copies of any additional communications to and from all parties.

Note: If the complaint is related to the Principal, it will be dealt with by the South West Regional Education office staff.

Confidentiality Statement: Personal information and details of the notification will remain confidential. Information provided will only be passed on to other parties to assist with the resolution of the complaint.

Resources to assist grievance resolution

[Grievance Framework - Policies - Department of Education](#)

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Complainant to complete the following

Section 1: Complainant personal details

Name	
Preferred contact: email/phone	
Date of submission of form	

Section 2: Complaint.

Please provide details of the complaint/concern; including what happened, where/when it happened, who was involved and any witnesses.

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Has this complaint been raised before?	
When was it first raised?	
With whom was it raised?	
What was the outcome?	

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Section 3: What have you done so far to resolve the complaint?

Section 4: What resolution are you seeking?

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School staff to complete the following

Section 5: Investigation findings

Section 6: Resolution/Outcomes

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Section 7: Review to check resolution/outcomes have been implemented

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Investigating staff member	
Position	
Date	
Signature	