

# Managing Complaints and Grievances Procedures

## Procedures

These Procedures apply to complaints or grievances raised by any parent or guardian, student or staff member regarding behaviour, the school environment, relationships and educational matters. Where a complaint or grievance is raised by a staff member under the Positive Workplace Policy, the Positive Workplace Procedures applies.

The Procedures reflect our commitment to the positive restoration of relationships and is based on the Biblical procedures outlined in Matthew 18, which encourages people with a complaint or grievance against another to, in the first instance, discuss with the other person of their grievance or concern.

The College has the discretion to amend, vary or replace these Procedures at any time.

## Dealing with a complaint or grievance in the first instance

In the first instance and if appropriate, the parties to a complaint or grievance should attempt to resolve the issue between themselves. Early action at the informal level generally provides the best opportunity for a positive resolution.

The following guidelines broadly set out the College's recommended process. Further details regarding how complaints should be raised by parents or guardians, students and staff specifically are set out below and should also be considered.

1. The Complainant may raise a complaint verbally or via written correspondence, including email, directly with the Respondent to the complaint or grievance. If there is no Respondent, (for example where there is a concern about the College's curriculum in general as opposed to a concern about a person specifically), the most relevant person should be sought out and informed and will be considered the Respondent for the purposes of these Procedures. All complaints and grievances must be raised in a respectful manner that is open, honest, inoffensive and unbiased.
2. The Complainant and Respondent should attempt to resolve the matter themselves through a discussion of open and honest dialogue. Communication should focus on the issue not the person. This includes listening to the other party carefully and respecting their point of view. Parties should be courteous and solutions focused.
3. A third party may be required to assist with a resolution, such as a relevant line manager.
4. If possible, the outcome should be determined by mutual agreement between both parties.
5. It is expected that most complaints and grievance will be resolved at this stage.

6. At any stage of process, the Complainant or Respondent may nominate a support person to attend for moral support.

Staff members who receive complaints and grievances need to use their discretion as to whether an informal process is appropriate. In some cases immediate escalation to the Director of People and Culture or another senior staff member may be appropriate in the first instance.

### Parents and guardians

In the first instance parents or guardians are encouraged to directly raise their concern with the member of staff their complaint is about or the member of staff relevant to the issue of concern. This is best achieved through making an appointment to meet with that individual member of staff.

If the complaint or grievance is about an educational, behavioural or school environment matter, the following table offers some guidance. If a matter cannot be resolved in the first instance, the following table sets out to whom the matter can be escalated.

<b>Teaching and Learning Concern</b>	First instance: The Teacher then: Faculty Coordinator (Learning Leader) then : Director of Learning
<b>General Year Level Concern (camps, timetabling etc)</b>	First instance: Year Level Coordinator then: Head of Middle School (Years 7 to 9) Head of Senior School (Years 10 to 12)
<b>Sensitive or Personal Concern</b>	First instance: Home Group Teacher then: House Coordinator then: Director of Wellbeing
<b>Instrumental Music Concern</b>	First instance: Instrumental Music Tutor then: Performing Arts Administration Assistant then: Co-curricular Performing Arts Coordinator
<b>Sport Concern</b>	Head of Sport
<b>Financial Concern</b>	Chief Operating Officer
<b>A complaint relates to physical, emotional or sexual abuse</b>	Please refer to the <a href="#">Luther College Mandatory Reporting Policy</a>
<b>A complaint raised regarding another student</b>	First instance: Home Group Teacher then: House Coordinator then: Director of Wellbeing Please refer to the <a href="#">Luther College Student Bullying and Harassment Policy</a> or the <a href="#">Luther College Behaviour Management Policy</a> .

In appropriate instances, the College’s representative (i.e. the staff member with whom the complaint is raised) will record the issues and steps which have been taken to resolve the complaint.

## **Students**

In the first instance, the student should act to resolve a minor complaint by discussing the matter with the staff member concerned. If the student does not feel he/she can raise the matter directly with the staff member concerned, he/she may approach his/her Home Group teacher, House Coordinator, Assistant House Coordinator, a College Pastor or a College Counsellor.

If a resolution is not achieved in the first instance, the matter should be referred to the appropriate member of staff, as indicated in the table above.

The College’s representative may choose to meet with the student/s, without a parent or guardian present. However, there may be occasions where the presence of a second College representative is appropriate, including where the matter relates to safety or wellbeing concerns or serious allegations. Further, there may be circumstances where the presence of a parent or guardian is required.

## **Staff member**

In the first instance, there should be an attempt to resolve complaints between the staff member and the Respondent. If the complaint is not resolved the complaint should be raised with their relevant line manager.

In appropriate instances, the College’s representative will record the issues and steps which have been taken to resolve the complaint.

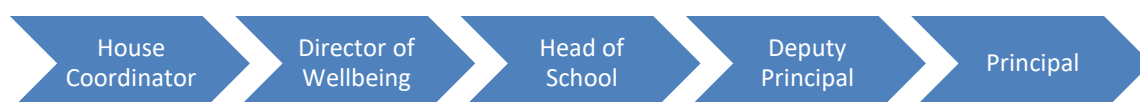
## **Complaint escalation**

### ***If the complaint or grievance remains unresolved***

If the matter remains unresolved after following the first instance procedures, or the complaint is of a very serious nature or it is inappropriate for the parties to try to resolve the complaint themselves, the Complainant may make an appointment to see a College Representative, as detailed below, dependent on the kind of matter raised.

If the complaint is against the Director of People and Culture, the matter should be referred directly to the Principal, in writing.

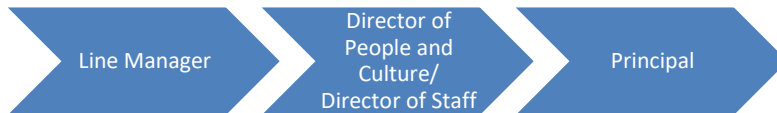
### **Matters relating to Pastoral Care and student wellbeing**



## Matters relating to Learning



## Matters relating to Staff



Complaints that do not fit neatly into one of the above categories can be raised with the Director of People and Culture.

When complaints or grievances are unable to be resolved at the initial level the relevant person in the above flow chart must be consulted to consider other methods, which may include mediation or a formal investigation. If in doubt, contact the Director of People and Culture.

Should a formal investigation be required, the Investigation Guidelines must be followed by the investigator.

In keeping with principles of procedural fairness and natural justice, those raising a genuine issue of concern may seek a review of any decision made under the Managing Complaint and Grievances Policy or these procedures. All appeals must be made in writing to the Principal setting out the grounds of the appeal.

If a Complainant is not satisfied with the College's action, then the right to lodge a complaint with an external agency, such as Lutheran Education Victoria New South Wales Tasmania (LEVNT), remains.

## Further Information

Please refer to the Staff Professional Code of Conduct, [Managing Complaints and Grievances Policy](#) and [Investigation Guidelines](#) for further information.

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