



Complaints Handling Program

Managing Complaints and Grievances Procedures

Procedures

These Procedures apply to complaints or grievances raised by any parent, student or staff member regarding behaviour, the College environment, relationships and educational matters as outlined in the *Managing Complaints and Grievances Policy*.

Where a complaint or grievance is raised by a staff member under the *Harassment Policy* and *Staff Code of Conduct*, the *What to do If you feel you have been Discriminated Against, Harassed, or Bullied* applies.

The Procedures reflect our commitment to the positive restoration of relationships and is based on the Biblical proanagingcedures 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 HR Business Partner or a member of the Executive Leadership Team may be appropriate.

Parents and guardians

In the first instance, parents 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 College environment matter, the following table offers some guidance.

	Juni or Sch ools	Middle/Senior School
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<p>General year level concern (general academic progress, classes and time tabling)</p>	<p>First instance: The Teacher</p>	<p>First instance: Year Level Coordinator</p>
<p>Specific subject or classes teaching and learning concern</p>	<p>First instance: The Teacher</p>	<p>First instance: The Teacher</p>

<p>Behavio ural, sens itive or pers onal conc ern</p>	<p>First insta nce: The Teac her</p>	<p>First instance: Year Level Coordinator</p>
<p>A conc ern rega rdin g anot her stud ent</p>	<p>First insta nce: The Teac her</p>	<p>First instance: Year Level Coordinator</p>
<p>Instr ume ntal musi c conc ern</p>	<p>First insta nce: Musi c Coor dinat ors</p>	<p>First instance: Music Coordinators</p>
<p>Fina ncial</p>	<p>Dire ctor</p>	<p>Director of Business Operations</p>

Con cern	of Busi ness Oper atio ns	
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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 they can raise the matter directly with the staff member concerned, they may approach their Class teacher, Care Group teacher, Year Level Coordinator, the College Chaplain, or another trusted staff member.

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 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 the 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 escalate the matter as detailed below.

	Junior Schools	Middle/Senior
<p>General year level concern (general academic progress, classes and timetabling)</p>	<p>First instance: The Teacher then: Head of School then: Deputy Principal</p>	<p>First instance: Year Level Coordinator then: Head of Student Learning, Teaching & Transition (6-9) Head of Student Learning, Pathways & Partnership (10-12) then: Head of School (6-12) then: Deputy Principal</p>
<p>Specific subject or class teaching and learning concern</p>	<p>First instance: The Teacher then: Junior School Curriculum Coordinator then: Head of School then: Deputy Principal</p>	<p>First instance: The Teacher then: Head of Student Learning, Teaching & Transition (6-9) Head of Student Learning, Pathways & Partnership (10-12) then: Head of School (6-12) then: Deputy Principal</p>
<p>Behavioural, sensitive or personal concern or concern regarding another student</p>	<p>First instance: The Teacher then: Head of School then: Deputy Principal</p>	<p>First instance: Year Level Coordinator then: Head of Students (6-12) then: Head of School (6-12)</p>

		then: Deputy Principal
Sport concern	<p>First instance: TERIS Sport Coordinator</p> <p>then: Head of School</p> <p>then: Deputy Principal</p>	<p>First instance: TERIS Sport Coordinator</p> <p>then: Head of School (6-12)</p> <p>then: Deputy Principal</p>
Instrumental music concern	<p>First instance: Instrumental Music Tutor</p> <p>then: Music Coordinator</p> <p>then: Head of School</p>	<p>First instance: Instrumental Music Tutor</p> <p>then: Music Coordinator</p> <p>then: Head of School (6-12)</p> <p>then: Deputy Principal</p>
Financial Concern	Director of Business Operations	Director of Business Operations

Complaints that do not fit within the above categories can be raised with the Executive Assistant to the Principal. If the complaint is against the Executive Assistant to the Principal the matter should be referred directly to the Principal in writing.

Formal Complaints and Grievance Procedure

If the complaint or grievance remains unresolved the Complainant may request that it be formally investigated.

If at any time Good Shepherd Lutheran College considers that the complaint raises serious issues and that it should be investigated despite the wishes of the Complainant, the College may decide to initiate an investigation of the matter on its own initiative.

Once it has been determined that an investigation will be undertaken, the College will as soon as practicable appoint an Investigator to investigate and determine the complaint. The Investigator may

be an independent staff member or an external independent investigator.

Investigation process

Generally, the person appointed to conduct the investigation will decide on the appropriate process to undertake the investigation, considering the principles of procedural fairness and the Good Shepherd Lutheran College Managing Complaints and Grievances Policy.

The Investigator will, as soon as practicable:

- a) investigate the complaint;
- b) conduct interviews of such persons, and obtain further information regarding the complaint, as the Investigator considers necessary;
- c) provide to the College a confidential report of their findings as to whether the complaint is justified or proven; and
- d) if requested, recommend to Good Shepherd Lutheran College appropriate action or outcomes.

Outcome of an investigation

Good Shepherd Lutheran College will consider the findings, and recommendations if any, and determine what further action, if any, to take in relation to the complaint.

If a complaint is found by the Investigator to be vexatious or malicious, consequential action may be considered against the Complainant.

On receipt of the Investigator's report, the Principal, or where the grievance relates to the Principal or a decision or action of the College made by the College Board, the Chair of the Board, will:

- a) take such action they deem appropriate, considering any recommendations of the Investigator; and
- b) notify in writing both the Complainant and Respondent(s) of the outcome of the investigation, the reasons for the decision and specify any action to be taken.

Parents who are found to have breached any policy of the College relating to parent conduct and behaviour may be sanctioned and, in serious cases, be asked to withdraw their child or children from the College.

The decision of the Principal is the final step in the complaint process and is not open to challenge via any other Good Shepherd Lutheran College procedures.

Further Information

- Managing Complaints and Grievances Policy

Policy Administration

This standard will be regularly reviewed in accordance with College policy and monitored using the Assurance system.

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