

COMPLAINTS / GRIEVANCES POLICY

Faith Lutheran College is wholly committed to working with parents, carers and students in partnership.

We recognise that sometimes things go wrong and parents may feel that expectations are not being met. If you have an unresolved issue or a complaint, please raise it. It is important to work together, talk, listen and find solutions so we can improve our services to the community.

The following information will walk you through the steps you can take when you have a complaint or concern.

Types of concerns and complaints

You may choose to make a complaint if you believe that the College has:

- done something wrong
- failed to do something we should have done
- acted unfairly or impolitely.

Your concern or complaint may be about:

- the type, level or quality of services
- the behaviour and decisions of staff
- a policy, procedure or practice.

Complaints may be about something we have to do because of legal obligations. In such cases we will talk to you and help you understand the requirements and why they exist.

Once a complaint is raised, the College will attempt to resolve it as quickly and professionally as possible, according to our policy and procedures.

Some requests for action may be dealt with immediately by staff, but should there be any doubt in relation to this matters will be deferred to senior management or the appropriate Line Manager.

Confidentiality

We will treat any complaint with respect and sensitivity. However please do not assume that your communications with us, or any documents you may supply to us, will necessarily be kept confidential. Although we endeavour to deal with complaints with appropriate discretion, we reserve our right to disclose details of the matter to other persons who in our opinion need to know them, in order to facilitate the resolution of a complaint.

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In dealing with complaints, we will endeavour to:

- Listen.
- Acknowledge concerns.
- Avoid immediate judgments.
- Avoid debate in early stages of the discussion.

When dealing with the specific elements of a complaint we will endeavour to:

- Determine the nature of the complaint.
- Clarify the specific details of the complaint.
- Determine what the complainant wants to achieve in terms of resolution.

When following up complaints to achieve resolution, we will:

- Further investigate/research where necessary.
- Determine the appropriate mechanism to key personnel to handle the complaint.
- Set boundaries on the investigation and a timeline for responses.

Responding

As much as possible, we will endeavour to:

- Meet timelines (or inform about delays).
- Provide reasons for decisions.
- Allowing the complainant a fair hearing.
- Respond in accordance with the merits of the complaint, along with the Christian ethos/values of the College and/or on legislation and/or legal advice.

Monitoring and Follow-Up

We will also follow-up (for example on student behaviour issues) to determine if the action taken because of a complaint being raised is an effective outcome.

Please note that neither the Minister for Education and Child Development nor the Department for Education and Child Development has any authority to directly intervene in complaints relating to the operations of a non-government school.

On the following page, please find an outline of our process for resolving complaints.

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Outline of process for resolving complaints for parents

