

Managing Complaints and Grievances Procedures

Procedures

The following is the appropriate procedure for managing all complaints and grievances at the College. It reflects 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.

Raising a complaint or grievance at the initial level

Complaints made at the initial level should be resolved by the appropriate Luther College representative as indicated above. Early action at the informal level generally provides the best opportunity for a position resolution.

The following guidelines relate to the process:

1. Complaints may be raised verbally or via written correspondence, including email. All complaints must be raised in a respectful manner that is open, non-offensive and unbiased.
2. The complainant will be advised that the respondent is entitled to receive full details of the complaint, including the name of the complainant.
3. Every endeavour will be made to handle complaints in a confidential, timely and supportive manner, utilising conflict resolutions actions in accordance with the values and ethos of Luther College.
4. The complainant and respondent should attempt to resolve the matter personally through a discussion of open and honest dialogue.
5. A third party may be required to assist with a resolution, such as a relevant line manager.
6. The outcome and remedies should be determined by mutual agreement between both parties.
7. It is expected that most complaints will be resolved at this stage.

In the first instance if the source of the complaint is a parent or guardian

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

If the complaint or grievance is about an educational, behavioural or school environment matter, the following table offers some guidance:

Teaching and Learning Concern	First instance: Subject Teacher then: Faculty Coordinator (Learning Leader) then : Years 7-10: Assistant Head of Middle School (Curriculum and Pedagogy) Years 11-12: Leader of Learning and Pedagogy (VCE)
General Year Level Concern (camps, timetabling etc)	First instance: Year Level Coordinator then: Head of Middle School (Years 7 to 9) Head of Senior School (Years 10 to 12)
Sensitive or Personal Concern	First instance: Home Group Teacher then: Assistant House Coordinator or House Coordinator then: Director of Wellbeing
Instrumental Music Concern	First instance: Instrumental Music Tutor then: Performing Arts Administration Assistant then: Co-curricular Performing Arts Coordinator
Sport Concern	Head of Sport
Financial Concern	Business Manager
A complaint relates to physical, emotional or sexual abuse	Please refer to the Luther College Mandatory Reporting Policy
A complaint raised regarding another student	First instance: Home Group Teacher then: Assistant House Coordinator or House Coordinator then: Director of Wellbeing Please refer to the Luther College Student Bullying and Harassment Policy or the Luther College Behaviour Management Policy .

In all instances, the College's representative will record the issues and steps which have been taken to resolve the complaint. The College's representative may choose to meet with the student/s, without a parent being present, as part of due process and natural justice.

In the first instance if the source of the complaint is a student

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 deferred to the appropriate member of staff, as indicated in the table above.

In the first instance if the source of the complaint is a staff member

In the first instance, complaints should be resolved between the staff member and the respondent. Another staff member may be called upon by either party to act as an impartial facilitator. The facilitator should be agreed upon by both parties. If the complaint is not resolved the complaint should be raised with their relevant line manager.

At any stage of process, the Complainant or Respondent may nominate a support person to attend meetings or interviews.

Complaints relating to discrimination, harassment, sexual harassment, workplace bullying, vilification, and occupational violence should be dealt with in accordance with the Luther College Positive Workplace Policy.

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

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, the Complainant may make an appointment to see the relevant Head of sub-School or the Deputy Principal. If this meeting brings about no resolution, the Complainant may make an appointment to meet with the Principal. If the complaint is against the Principal, the matter should be referred directly to the Chair of the Luther College Council, in writing.

When complaints or grievances are raised with the relevant Head of sub-School, Deputy Principal or Principal the following guidelines should be followed.

1. Complaints must be signed and made in writing. It must contain sufficient detail for it to be addressed and recorded, including:
 - the full names of both the Complainant and Respondent;
 - the Complainant's contact details;
 - the nature and details of the complaint, including dates, times, and any witnesses ;
 - any previous attempts to resolve the matter; and
 - the Complainant's desired outcome or suggestions for resolution.
2. Upon receipt, the relevant member of staff may contact the Complainant to arrange a meeting to accompany the written complaint.
3. The relevant member of staff will determine how best to investigate and manage the complaint. This may include handling the complaint under a specific Luther College policy; investigating the complaint internally or through an external provider; or mediation.
4. The relevant member of staff will meet with the Respondent to notify them of the complaint and supply a copy of the written complaint.
5. During the investigation, the relevant member of staff may meet with the Complainant for further discussions.

6. All parties are encouraged to have support persons at any stage of the process.
7. The relevant member of staff (or nominated external provider) will assess the evidence to establish whether the complaint is substantiated or not.
8. The relevant member of staff will inform the complainant and respondent in writing of the consequences, outcomes and remedies of the investigation.

Further Information

Please refer to the [Luther College Managing Complaints and Grievances Policy](#) for further information.

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