



**Luther
College**

Managing Complaints and Grievances Procedures

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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 *Positive Workplace Policy* and *Code of Conduct*, 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 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.

General year level concern (general academic progress, classes and timetabling)	First instance: Head of Year
Specific subject or class teaching and learning concern	First instance: The Teacher
Behavioural, sensitive or personal concern	First instance: Head of House
A concern regarding another student	First instance: Home Group Mentor
Sport concern	First instance: Head of Sport
Instrumental music concern	First instance: Head of Performing Arts (Co-curricular)
Financial Concern	Business Manager

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 Home Group Mentor, Head of House, the College Pastor or Chaplain, 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 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.

General year level concern (general academic progress, classes and timetabling)	First instance: Head of Year then: Head of Middle Years (Years 7 to 9) Head of Senior Years (Years 10 to 12) then: Director of Pastoral Care & Wellbeing
Specific subject or class teaching and learning concern	First instance: The Teacher then: Head of Learning Area or Coordinator then : Director of Teaching & Learning
Behavioural, sensitive or personal concern	First instance: Head of House then: Head of Middle Years (Years 7 to 9) Head of Senior Years (Years 10 to 12) then: Director of Pastoral Care & Wellbeing
A concern regarding another student	First instance: Home Group Mentor

	then: Head of House then: Head of Middle Years (Years 7 to 9) Head of Senior Years (Years 10 to 12) then: Director of Pastoral Care & Wellbeing
Sport concern	First instance: Head of Sport then: Head of House then: Head of Middle Years (Years 7 to 9) Head of Senior Years (Years 10 to 12) then: Director of Pastoral Care & Wellbeing
Instrumental music concern	First instance: Instrumental Music Tutor then: Head of Performing Arts (Co-curricular) then: Director of Student Engagement & Metrics
Financial Concern	Business Manager

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 Luther 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 Luther College *Investigation Guidelines*.

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 Luther College appropriate action or outcomes.

Outcome of an investigation

Luther 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 Council, the Chair of the Council, 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 Luther College procedures.

Further Information

- Managing Complaints and Grievances Policy
- Investigation Guidelines

DOCUMENT CONTROL

Policy Category	Governing Policy	Review Frequency	3 years, as required
Document Owner	Principal	First Approved	February 2015
Responsible Executive	EA to the Principal	Last Amended	September 2025
Approval Authority	College Council	Next Review Date	September 2028
Document Availability		Policy Socialisation	
☒ ELT Policy Drive ☒ Diligent Policy Library ☒ Staff Policy Library – Omnia ☒ Student and Parent Policy Library – Omnia ☒ Website		☒ Staff policy receipt and acknowledgement ☒ Staff Briefing and/or Meeting ☐ Student Assembly ☒ Principal's Page	



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