



St Michael's
Lutheran Primary School

COMPLAINTS HANDLING POLICY

Version	3 (formally Grievance Policy)	
Publication Date	February 2024	
Review Date	February 2029	
Responsibility	Principal	
Approved by	School Council	Date: 27 Feb 2024

Related School Policies and Procedures

<ul style="list-style-type: none"> • Bullying and Harassment Policy • Codes of Conduct: Staff, Volunteers, Students 	<ul style="list-style-type: none"> • Pastoral Care Program
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1. Purpose

Lutheran Schools are Christ-centred where individuals should feel safe to express their points of view openly, honestly, constructively and in a spirit of love. St Paul’s analogy of the church as a human body (1 Cor 12:12-27) serves well as a picture of all members actively working together for the common good.

From time-to-time concerns regarding education, behaviour or school environment may arise. For this reason, St. Michael’s Lutheran School has developed this policy to work through complaints. It is a reality of sin that people have an inability to live in perfect harmony with one another. However, through God’s grace and forgiveness, and by the guidance of the Holy Spirit, we strive to reconcile differences and resolve all conflict amicably.

Therefore, it is important that issues or concerns that stakeholders may have, are discussed and a positive resolution reached by all parties concerned.

All personal matters such as concerns regarding student, parent or staff relationships should be discussed directly with the school through the class teacher or Principal in a confidential manner.

This policy guides all complaints within the school environment and should be viewed in light of the existing LESNW Enterprise Bargaining Agreement, when relating to staff grievances.

Furthermore, the Minister for Education nor the Department for Education has any power to directly intervene in any complaint relating to the operations of a non-government school.

2. Scope

This policy applies to all employees, volunteers, and families of St Michael’s Lutheran School who wish to lodge a complaint regarding internal matters or our educational product.

3. Definitions

Internal Complaints – These are complaints received by employees of St Michael’s School

External Complaints – These are complaints received from all people who are not employed by St Michael’s School

Restorative Conversation – This is a facilitated formal meeting with the intent to discuss and resolve the complaint.

Complaints Register – Is collated on the Complispace Policy Connect site.

3. Guiding Principles

The following principles and practices help guide the resolution of this Complaints Handling policy at St Michael's Lutheran School

- This Policy is underpinned by a commitment from all parties to maintain good pastoral relations.
- The focus for resolution of the complaint is to be upon an issue, not an individual.
- All individuals are to be treated fairly and impartially.
- All individuals have the right to present their case fully and openly, and without fear of retribution.
- Confidentiality for all involved is to be strictly maintained.
- Resolution of complaints are to be achieved as quickly, involving the minimum number of people as possible.
- Parties are encouraged to resolve the matter together in the first instance.
- No one will be victimised as a result of lodging a formal complaint.

4. Procedure

4.1 Internal Complaints (staff)

- a) The preferable first action is to talk to the person whom the complaint concerns.
- b) If the issues are not resolved, provide written details of the facts, including information about outcome of the meeting with the person involved. Make sure all relevant facts are presented clearly with a detailed description of the issue and any supporting documentation or evidence.
- c) Upon receipt of the complaint, the principal (or their delegate) will investigate the facts and information provided. All parties will have the opportunity to provide their account of the situation.
- d) All parties will be invited to attend a restorative conversation with the intended outcome to be a resolution of the complaint.
- e) A record of the complaint and the restorative conversation will be kept, and actions or recommendations decided upon will be monitored by the Principal.
- f) If the complaint is about the Principal, contact should be directed to the School Board Chairperson to conduct the investigation and restorative conversation.

4.2 External Complaints (parents/ external stakeholders)

- a) External complaints should be provided in writing to the Principal.
- b) Details of the issue or concern, dates, and supporting documentation or evidence should be included.

- c) Complaints will be acknowledged promptly. Requests for further information or clarification may be sought at this stage.
- d) The Principal (or their delegate) will initiate an investigation into the grievance.
- e) Complaints will be handled objectively and impartially, ensuring fairness to all parties.
- f) Regular updates will be provided to the complainant regarding the progress of the investigation and the expected timeframe for resolution.
- g) Complaints are to be dealt with in a reasonable timeframe with regular updates and feedback provided to the complainant. Within this feedback, the Principal will take care to ensure that confidential information about community members not within the complainant's family is maintained securely.
- h) Upon completion of the investigation the stakeholder will be informed about the outcome, any actions taken, and the resolution offered.
- i) If the complaint is about the Principal, contact should be directed to the School Board Chairperson to conduct the investigation and communicate with the stakeholder concerned.

5. Record Keeping

A record of all complaints received, and the resolution provided will be recorded in the schools Complaints register.

6. Privacy

All personal information collected during the process will be handled in accordance with the St Michael's Privacy Policy and applicable laws.

7. Trust and Confidentiality

Complaints are best dealt with when there is a high level of confidentiality and trust between the parties involved. Criticism of the parties concerned undermines trust and confidence and could adversely affect the resolution of the complaint. The school can only deal with complaints that are raised in the ways outlined above.