

ST PETERS LUTHERAN SCHOOL COMPLAINTS HANDLING POLICY

St Peters Lutheran School recognises that from time to time there might be instances where individuals or organisations may disagree with the way the School has handled matters and may wish to lodge a complaint. Such individuals may include parents, students, suppliers, local residents, and other external bodies with whom the School has dealings.

The School acknowledges that complaints present an opportunity to improve and is fully committed to resolving complaints in an efficient, fair and timely manner. The School recognises that its complaints handling procedures must be fair to the complainant as well as the person about whom the complaint is made. Accordingly, the School will:

- document all formal discussion and processes involving a complaint
- acknowledge receipt of the complaint within two working days
- treat all parties with sensitivity, respect and courtesy
- investigate matters impartially and fairly
- provide all parties with a response within 14 days, or provide interim information if a response is not yet available
- provide clear reasons as to why any actions have been taken or are proposed to be taken
- keep matters confidential
- monitor the effectiveness of outcomes
- provide a right of appeal to the Principal and the Chair of School Council if the School's response to the complaint is not satisfactory.

Making A Complaint

We ask that, where appropriate, you first raise the matter directly with the relevant staff member. If that is not appropriate or the issue was not addressed to your satisfaction, please contact our Principal on (08) 8278-0800 or at admin@stpeterslutheran.sa.edu.au.

Complaints Relating to Child Protection Incidents

There may, at times, be concerns or complaints relating to the School's Child Protection Program, for example regarding the School's management of a child protection incident.

When a child protection-related complaint is made, the School will first consider whether the complaint raises any concerns about unreported abuse and/or risk of abuse at the School.

If concerns of this nature are raised by the complainant, the School's Procedures for Responding to and Reporting Child Protection Incidents should be followed.

Child protection complaints that do not raise concerns of unreported abuse, or a risk of abuse at the School will be managed in the same manner as other complaints received by the School. The complaints will be recorded to ensure that any further developments relating to the same incident or issue are monitored.

Note that neither the Minister for Education and Child Development nor the Department for Education and Child Development has any power to directly intervene in any complaints relating to the operations of the School.