



Staff/Parent/Wider Community Complaint Procedure

Contact Person/s: Principal, Heads of Sub Schools

Compiled By: Principal

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1 Revision History

Date	Status	Revision no	Author	Approver	Resolution Number
12 June 2019	Draft for comment	0	Principal	College Executive	
29 July 2019	Approved		Principal	College Executive	

2 Purpose

As part of the overall philosophy, Immanuel Lutheran College actively seeks to provide positive, clear and effective processes for resolving internal and external complaints which assist in the building of strong relationships, dispels anxiety, and ultimately provides students with an enhanced learning environment.

3 Scope

This procedure applies to staff, students and parents of Immanuel Lutheran College, and to wider community members.

4 References

- 4.1 Queensland Lutheran Schools Single Enterprise Agreement 2013, Annexure D - Complaints Policy and Procedures. A copy of this agreement can be found on the LEQ website or via this [link](#)
- 4.2 Immanuel Lutheran College Staff Handbook
- 4.3 [Fair Work Information Statement](#) (FWIS)

5 Definitions

To provide clear, positive and fair processes that allow complaints to be aired and resolved in a timely and effective manner.

- It is important to note that this procedure **is not** designed to replace the official complaints procedure (for staff) that is enshrined in the Enterprise Agreement, but to provide advice on how the College will respond to and resolve complaints from within or outside the College.
- Immanuel Lutheran College prides itself on clear, consultative and open communication. The College will attempt to resolve all issues using positive communication strategies.

Complaint Procedure

Procedures exist to provide positive, clear and effective processes for resolving concerns between school community members. It is essential that the established process, as outlined below is followed to resolve complaints. This procedure covers complaints made by members of the school and wider community, and also internal complaints against staff.

When a complaint is received by the College, the receiver must;

- Listen to the complaint
- Identify the most appropriate person to deal with the complaint using the table below
- Refer the complaint to the relevant person within 48 hours (as appropriate)

Complaint Origin/Nature	Complaint Resolution
Parent or wider community complaint received by the College with respect to claims of unjust, unfair, inappropriate, incompetent, or unprofessional behaviour, and could include areas such as: <ul style="list-style-type: none"> • Award of academic result • Classroom management • Lack of inclusivity • Physical contact with student • Language and/or manner • Professional competence 	Complainant directed in the first instance to specific staff member at the centre of the complaint <i>Not resolved</i> Department Head, Year Level Coordinator or immediate Line Manager <i>Not Resolved</i> Relevant Head of School, Line Manager <i>Not resolved</i> Principal
Staff complaint received by the College with respect to claims of unjust, unfair, inappropriate, incompetent, or unprofessional behaviour, and could include areas such as: <ul style="list-style-type: none"> • Colleague inappropriate behaviour • Professional misconduct • Attendance • Curriculum issues 	Refer to the Queensland Lutheran Schools Single Enterprise Agreement 2013 (or relevant EA), Annexure D - Complaints Policy and Procedures.

- Language and/or manner
- Professional competence

Complaint Management

Once the complaint has been referred to the *appropriate* person, the following procedure generally applies:

- The complainant is contacted to acknowledge the complaint (if this was not done so on receiving the complaint by the *appropriate* person)
- Acknowledge the complainant's feelings and make a mutual decision as to whether further communication/investigation is required
- Summarise the complaint and ask how the complainant may see a resolution, dispelling where necessary any unrealistic expectations within the limits of the position
- All verbal complaints should be documented, along with agreed resolutions
- Should the complainant seek further clarification, assurance is given to investigate the complaint with the relevant person(s), with a view to contacting the complainant within 3 working days
- At all times the person(s) concerned will be informed of the complaint and these discussions will form part of the resolution process
- Once the *appropriate* person has made a determination on how the complaint will be managed, the complainant and respondent(s) will be informed of the action plan
- If the complaint remains unresolved or without an agreed action plan, the complaint is referred to the next *appropriate* person

Unresolved Complaints

Should the complaint remain unresolved, the next *appropriate* person should:

- Contact the complainant and organize a meeting, which will be documented and filed
- Request that the complaint be documented in writing (if it has not been previously)
- Investigate the process to date, including meeting with all stakeholders involved
- Using relevant policies and ensuring all legal requirements are met, develop an action plan to resolve the complaint
- All actions are to be documented and kept in accordance with the Privacy Policy

Further Action

If the complainant and/or respondent are not satisfied with the decision/outcome, the matter is referred to the Principal and/or external options such as:

- Principal principal@immanuel.qld.edu.au
- Chairperson of the College Council chair@immanuel.qld.edu.au
- Executive Director Lutheran Education QLD director@leq.lutheran.edu.au
- Ombudsman
- EO Commission
- Education Minister
- Police

General Notes

- In the event that a complaint is found to reveal an instance or instances of unjust, unfair, inappropriate, incompetent or unprofessional behaviour, the Head of School, in consultation with the Principal, will determine an appropriate response. Depending on the nature, circumstances and seriousness of the behaviour in question, this may include counseling, a performance management plan, formal warning, or, for serious breaches of ethics or the law, termination of employment. The staff member in question will be kept advised at all times of the proceedings, with right of reply and the presence of an advocate if desired.
- All written complaints that have been referred to the Principal will be detailed on the Schools Complaints Register.
- A review of the complaints handling procedure can be initiated by the College at any time.
- Review of complaint incidents can be used to review school practices and policies.

Immanuel Lutheran College Resolving Concerns

