

# Complaints and Grievances Policy and Procedure

The School maintains a fair process to resolve grievances brought forward by members of the School community. In doing so, the School seeks to achieve and maintain a setting that encourages a productive and harmonious School environment. Within this context, grievances will be dealt with quickly, impartially and fairly.

The School understands that from time to time complaints arise regarding aspects of our school's operation of programs and activities and that it is important that all members of the community have the opportunity to be heard. The School commits to ensuring procedural fairness is observed when dealing with complaints and grievances.

Positive, clear and effective procedures and processes for resolving grievances between the school and community members can assist in building strong relationships, dispelling anxiety and ultimately providing students with a settled and happy learning environment.

## 1. Policy Objective

### 1.1. Purpose

The purpose of this Complaints and Grievance Policy is to provide parents, guardians and students with an opportunity to lodge a complaint and provide an avenue to facilitate a resolution.

This policy aligns with the directions on Complaints and Grievances policy provided by Lutheran Education VIC, NSW, TAS and ACT Ltd (LEVNT) to provide minimum directions, promote consistency, good governance and best practice in our system and School policy.

The School aims to ensure that where the Grievance involves a child that the Grievance Process is focused on the wellbeing of the child.

The School aims to foster a culture in which appropriate standards of conduct are maintained by community members at all times, and that complaints are managed and resolved fairly, efficiently, promptly and in accordance with relevant legislation. The School aims to provide a harmonious, positive and productive environment and supports the practices of dispute resolution and confidential mediation as a means to resolve issues.

The aim of the School's grievance procedure is to produce a solution, which is acceptable to the individuals involved and the School. Not all problems however, will be capable of resolution which satisfies all concerned. This grievance procedure will ensure that the problem is addressed and that a clear response is provided at each stage of the process. The procedure involves both formal and informal components.

### 1.2. Scope

This policy applies to all School staff with roles and accountabilities in this policy document. This policy provides direction to School staff, Board members, contractors, students, parents and volunteers.

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This policy must be applied in the manner described in the School Child Safety and School Staff Code of Conduct. In the application and implementation of this policy full consideration is required regarding the needs of our students including culture, diversity and age.

## 2. Policy Principles

In receiving and responding to complaints, the following guiding principles will inform and direct School actions:

- Complaints of a school-based nature are best received and managed at the school level, with the parties involved expected to act in good faith and work together with respect and openness to achieve an outcome acceptable to all parties. Complaints that are unable to be resolved at the Principal level will be escalated to the Board Chair.
- LEVNT have both an escalation and oversight role for our School in the management of complaints
- Complaints are received and managed in a way that is culturally safe and sensitive to the diverse circumstances of children and students, as well as providing support to vulnerable children and students.
- Complainants can expect their concern or complaint to be taken seriously and to be responded to in a respectful, thorough and timely manner.
- Staff members and volunteers will be informed of formal complaints that are made about them.
- Complainants and the person/s against whom the complaint is made have the right to be heard and to expect that procedural fairness will be observed.
- Confidentiality, protection of privacy, respect, access, dignity and impartiality will form the basis of the complaints resolution process.
- The complaints resolution process will seek to achieve the restoration of good and respectful relationships.
- The best interests of the school community together with the interests of the individual will be taken into account.
- Recordkeeping, reporting, privacy and employment law obligations will be complied with when receiving and handling complaints.

### 2.1.

### 2.2. Policy Roles and Responsibilities

Role	Responsibility
<b>Lutheran Education VIC, NSW, TAS and ACT Ltd (LEVNT)</b>	<p>LEVNT is responsible for providing any applicable Lutheran Education minimum directions on Complaints policy content and principles, support in form of templates and tools to direct efficiency and guide consistent, best practice and compliant policy and procedure.</p> <p>LEVNT is available as an escalation body if a complainant is not satisfied with the outcome of a process escalated to the School Board or if there are complaints and grievances matters related to the School Board.</p>

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Role	Responsibility
	LEVNT is also kept informed by the Principal and/or School Board on complaints and grievances of a serious nature, related to child safety and/or have the potential for media attention and reputation damage.
<b>School Board</b>	The School Board is responsible for ensuring this procedure is reviewed and updated as needed and that the School's complaints are managed in line with this procedure.
<b>Principal</b>	The Principal is responsible for the School's compliance with this procedure and resolving complaints as required with this procedure in conjunction with the Executive Committee and others are required, including escalation to Board and LEVNT on complaints and grievances of a serious nature, related to child safety and/or have the potential for media attention and reputation damage.
<b>All staff</b>	All staff are responsible for abiding by these procedures, treating complaints seriously and sensitively, having due regard to procedural fairness and confidentiality and privacy requirements, and escalating complaints as soon as possible in line with this procedure

### 2.3. Policy Definitions

**Grievance** – A grievance is an expression of dissatisfaction made to the School, related to the conduct of School activities, or the resolution process itself, where a response is explicitly or implicitly expected. For the sake of simplicity, the term 'grievance' will be used in the context of this Policy and procedure to refer to grievances, complaints and interpersonal disputes, but does not include matters relating to the safety of a child. If you have a concern about the safety of a child, please refer to the Child Safety and Wellbeing Policy.

**Complaint** –A 'complaint' is an expression of dissatisfaction, either written or verbal, with an action taken, decision made or service provided, or the failure to provide a service, take action or make a decision at a school.

**Complainant.** A 'complainant' is the party making the complaint

**Investigator** - An investigator for a complaints policy is an individual appointed to conduct a thorough and impartial examination of complaints received by our School. This role involves gathering facts, analysing evidence, interviewing relevant parties, and ensuring the investigation is conducted fairly and transparently. The goal is to determine the validity of the complaint, identify any issues or breaches of policy, and recommend appropriate actions or resolutions. The investigator must adhere to the principles of confidentiality, neutrality, and professionalism throughout the process.

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## 2.4. LEVNT Policy

The School Principal is responsible for the accurate and timely reporting of complaints of a serious nature to the LEVNT Executive Director. This includes providing comprehensive in writing notification and timely updates on complaint management and status. For serious complaints LEVNT Executive Director is responsible for oversight, providing guidance to the Principal on complaint resolution, and ensuring accountability and integrity of process and outcomes.

## 2.5. Complaints and Grievances Policy

Where possible, grievances will be dealt with locally and informally. Grievances reported (whether formally or informally) to an employee will be dealt with informally and in confidence wherever possible and appropriate. In addition, it is expected that all parties will approach the issues and individuals in a courteous and solution focused manner. Anonymous grievances with no identifiable source will not be considered under this Policy.

The School will use this Policy where appropriate, to seek to resolve grievances which fall within the School's area of responsibility. All cases of serious misconduct including but not limited to, sexual offences, criminal charges, or serious incidents will be referred to external authorities.

The Principal will, following consultation with the Business Manager as appropriate, establish a process and assign a pool of persons within the School and externally (using appropriately qualified persons) who have relevant skills and expertise in dispute resolution, as outlined in this document.

Communication will be open and honest, focusing on the issue and not the person. This includes listening carefully and respectfully while the person is talking, exercising responsibility and mutual respect (respect by employees for parents' special relationship with their children and respect by parents for employees as professionals). Parents must comply with the Parent Code of Conduct at all times when pursuing a grievance under this Policy.

When an issue is discussed in the students' presence, it is important that parents and students have confidence that the issue will be resolved confidentially at the School level. Criticisms of the School do not support the child's education as they undermine trust and confidence. Constructive feedback helps everyone learn, grow and change for the better. Where both parties agree to seek a positive resolution, positive outcomes are likely to result.

If the grievance relates to the conduct of the Principal, the matter will be referred to and handled by the Board Chair. If the matter relates to the Board Chair it will be referred to and handled the LEVNT Executive Director.

## 2.6. Complaints and Grievances Confidentiality

We are committed to creating a safe environment for all members in our community. The Investigator will maintain confidentiality as far as possible. However, it may be necessary to speak with other persons in order to determine what happened, to afford fairness to those against whom the complaint has been made,

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and to resolve the complaint. If a complaint is raised and it appears that unlawful conduct had potentially occurred, in order to uphold this policy, the School will need to take appropriate action in relation to the complaint.

All persons aware of the complaint (and/or involved in the informal or formal complaint procedure) must also maintain confidentiality, including the person who lodges the complaint. Discussion of the complaint, spreading rumours or gossip or posting information on social media or other public forums may impact the wellbeing of those involved, compromise the process and expose individuals to a defamation claim. Individuals may discuss the complaint with a designated support person or representative. However, the support person or representative must also maintain confidentiality.

## **2.7. Complaints and Grievances Procedure**

### **2.7.1. Preliminary Steps**

#### **a) Talk to the Person Directly**

If your grievance relates to the conduct of a particular person, and you are not prohibited from and feel comfortable in doing so, it may be appropriate to talk to the person directly about your grievance at first instance. This should occur at an appropriate time and location to provide for confidential engagement and active participation of all parties.

When speaking to the person, you should:

- Identify the conduct that is causing you concern;
- How the conduct makes you feel; and
- Explain how you would like the issue to be resolved.

If you do not feel comfortable talking to the person directly, or you have tried this method but it did not resolve your grievance, or if you are prohibited from directly approaching the person, you may choose to lodge a complaint to the School.

#### **b) Lodge Complaint to the School**

If you would like to lodge a complaint with the School, you must provide it to the School as follows:

- If your complaint is against a person other than the Principal, or a member of the School Board, you must lodge a complaint in writing to the Principal.
- If the complaint is against the Principal, you must lodge a complaint in writing to the Chair of the School Board.
- If the person against whom the complaint is made is a member of the School Board you are required to lodge a complaint in writing to the Executive Director of Lutheran Education VIC, NSW, TAS and ACT Ltd (**LEVNT**).

There are many avenues to provide feedback to School staff. These include:

- annual formal parent/guardian/carer survey
- formally scheduled parent/guardian/carer feedback forums
- meetings with the principal or other staff members to express concerns

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The nature of the complaint will determine who is the most appropriate person or body to manage the concerns raised. Complaints should be directed to the Principal in the first instance. For complaints of a serious nature involving school staff, the following additional information is provided.

### **For Misconduct or Serious Misconduct Complaints**

All complaints of alleged misconduct or serious misconduct by a teacher, staff member or volunteer should be reported to the principal of the School.

### **Teacher registration body reporting**

Complaints about teachers can also be reported to the Victorian Institute of Teaching (VIT) – the regulator in relation to the registration and investigation of serious misconduct (including conduct which is of a physical or emotional nature) of all teachers in the state of Victoria. If unsure whether the complaint constitutes serious misconduct by a teacher, contact the VIT on 1300 888 067 or [vit@vit.vic.edu.au](mailto:vit@vit.vic.edu.au).

In some cases, certain actions which involve physical or emotional misconduct, such as unlawful assault or threats to the person, may constitute a criminal offence. These types of offences should be reported to and investigated by the police. Initial consultation with the Principal of the School may help to determine the appropriate course of action in these circumstances.

### **For Child Abuse (Including Sexual Offences) Complaints**

Child abuse includes any instances of physical or sexual abuse (including grooming), emotional or psychological harm, serious or significant neglect and family violence involving a child.

Complaints of alleged child abuse (including sexual offences) of children or school students should be reported to the principal of the School.

There are legal obligations on all adults to report child abuse to police once a reasonable belief is formed that a sexual offence may have been committed against a child.

Failure to disclose a sexual offence against a child is a criminal offence under section 327 of the Crimes Act 1958 (Vic.) (Crimes Act) and applies to all adults (18 years of age and over) in Victoria.

Communication with children under 16 years of age by teachers, staff or any other person to prepare or groom a child for future sexual activity is a criminal offence under section 49M(1) of the Crimes Act and must be reported to the police. The offence of grooming applies to any person aged 18 years or over and does not apply to communication between people who are both under 18 years of age.

### **For Complaints Against the Principal of the School**

In the case of a complaint involving the Principal of the School the appropriate Board Chair should be informed immediately. Contact details are listed at the end of this policy.

### **For Anonymous Complaints**

The School endeavours to address and respond to all complaints. In some situations, we may not be able to fully address complaints that are made anonymously or without sufficient detail being provided to enable an inquiry or resolution of the matter. To ensure procedural fairness, respondents have a right to know the particulars of the allegations being made against them and be given an opportunity to respond to them.

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Where possible, complainants are encouraged to give their names and to be reassured that we will deal with complaints professionally and in accordance with procedural fairness and confidentiality. If the complainant wishes to remain anonymous, it is at the principal's discretion what, if any, action will be taken. Anonymous complaints will be recorded in the same manner that all other complaints are recorded.

### **For Complaints in Relation to Information Sharing Schemes**

The School is a prescribed Information Sharing Entity (ISE) that may share information under the Child Information Sharing Scheme (CISS) and the Family Violence Information Sharing Scheme (FVISS). The School, as an ISE, may receive complaints from individuals in relation to its conduct as an ISE under the CISS or FVISS. It may also receive a complaint from another ISE. The following information is recorded where a complaint is received under the CISS or FVISS:

- The date the complaint was made and received
- The nature of the complaint
- The action taken to resolve the complaint
- The action taken to lessen or prevent the issue from recurring
- The time taken to resolve the complaint
- Further action taken if the complaint was not resolved.

### **For Complaints Relating to Reportable Conduct**

Legal obligations are imposed on the School to report to the Social Services Regulator (SSR), and investigate allegations of reportable conduct, where those allegations are based on a person's reasonable belief that reportable conduct or misconduct involving reportable conduct has occurred. Reportable conduct includes the following:

- Sexual offences against, with or in the presence of a child
- Sexual misconduct against, with or in the presence of a child
- Physical violence against, with or in the presence of a child
- Behaviour that causes significant psychological or emotional harm
- Significant neglect.

Complaints relating to a reportable conduct allegation which meets the requisite threshold and which involves a School employee (which amongst others, can include a teacher, principal, volunteer or contractor) must be reported.

Complaints of reportable conduct in relation to an employee (other than a principal) at a School should be reported to the principal of the school. Complaints of reportable conduct involving a principal at the School should be reported to the Board Chair.

The complaint should include clear details about the particular allegations (e.g. who, what, when, where) and preferably be supported by evidence.

The person nominated by the School to handle the complaint or their delegate (the Investigator) will, within a reasonable period of time, acknowledge receipt of the complaint, consider the details of the complaint and how to appropriately address the concerns raised, and provide you with details in relation to how the complaint will be handled.

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All options will be considered to address the complaint. It will be depending on the specific circumstances of the case as to which method is appropriate, including what is in the best interests of the students and the School. The Investigator will exercise discretion to determine how to resolve a complaint.

It may be necessary in some circumstances for the Investigator to obtain advice and pastoral support from an external person (e.g. a legal adviser) to ensure that the complaint is appropriately and fairly handled.

In circumstances where the complaint is made against a member of the School Board, the Executive Director of LEVNT will need to comply with this Policy, the School's Constitution and any other relevant governance requirements.

If the complaint relates to allegations concerning the safety of a child, the Investigator will refer to the School's Child Safety and Wellbeing Reporting Procedure.

If the complaint relates to allegations concerning criminal code, the Investigator is entitled to make a report to the Police.

## **2.7.2. Dispute Resolution within the School**

### **a) Initial Investigation**

The School will investigate the matter to establish the facts. Having established the facts, the Investigator will determine whether the grievance:

- Will be dismissed;
- Is to be handled informally; or
- Is to be handled formally; or
- Will be referred to an external consultant or dispute resolution expert.

The School and the Investigator must keep records of the investigation, including making written records of any conversations had during the investigation. All investigation records must be maintained as required under the Records Management Policy.

### **b) Informal Complaint Procedure**

At the discretion of the Investigator, the informal complaint procedure may be implemented. Without limiting the circumstances in which the informal complaint procedure may be implemented, the informal complaint procedure is suited to less serious allegations that do not warrant disciplinary action being taken.

There are various informal methods available to address complaints. It will be depending on the specific circumstances of the case as to which method is appropriate.

Possible options may involve the Investigator:

- Discussing the issue with the person against whom the complaint is made; and/or
- Facilitating a meeting between the parties in an attempt to resolve the issue and move forward.

The investigator must consider and manage the impact of the grievance on any child involved in, or impacted by, the grievance.

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The Investigator must keep records of the investigation undertaken during the informal complaint procedure, including making written records of any conversations had during the investigation. All investigation records must be maintained as required under the Records Management Policy.

### **c) Formal Complaint Procedure**

At the discretion of the Investigator, the formal complaint procedure may be implemented.

An investigation involves collecting information about the complaint and then making a finding based on the available information as to whether or not the alleged behaviour occurred. Formal investigations will be conducted as quickly as possible to protect the interests of all parties involved.

The Investigator will conduct the formal investigation in line with procedural fairness and make recommendations about resolving the complaint.

The investigator will consider and manage the impact of the grievance on any child involved in, or impacted by, the grievance.

The Investigator will meet formally with the complainant and advise them of the process that will occur (outlining the steps in this procedure). Matters such as confidentiality and any adjustments that need to be considered to work arrangements on a temporary basis should also be canvassed.

A statement of grievance will be taken, providing particulars that can be essential to support investigation of the matter and/or conveyed to the other persons impacted. These details should be reviewed by the complainant to confirm their accuracy and completeness. An indication of the desired outcome from the complainant's point of view should also be sought. The School should remind the complainant of the confidentiality of the process and issues.

If the complaint is against an individual, the Investigator, in consultation with the Principal, Business Manager as appropriate, will write to the individual named by the complainant (the respondent), advising them of the complaint, providing a summary of the particulars. This letter should invite the respondent to a meeting at which the issues can be set out in detail, and it should inform them of their right to be accompanied by a 'support' person.

Where possible, the length of time between the written notification and the meeting should be long enough for the individual to arrange a suitable support person; where an individual's preferred support person is not available at the time appointed for the meeting, the School may allow a delay of at least 24 hours to allow the person to select another support person.

Meetings should be held in a suitable location where interruptions will be minimised.

At the meeting with the respondent, the School should explain the grievance. The respondent should be allowed to consider the grievance or issues raised before responding (which may require an adjournment). The respondent will also be allowed to ask questions and offer their perspective. The School should remind the respondent of the confidentiality of the process and issues, the availability of support and any temporary workplace arrangements that have been suggested.

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Following the meeting the School will consider how to proceed depending on merits established in the information provided. Where it is decided that no action is justified, both the complainant and respondent should be informed. It may be appropriate to then consider informal issue resolution between the parties with the assistance of a manager, focusing on future conduct and agreements.

If the grievance is established and disciplinary or corrective action is considered justifiable, the Investigator in consultation with the Principal, Business Manager as appropriate, will determine an appropriate outcome. The outcome (regardless of its nature) is to be communicated to the respondent in person and in writing.

The formal investigation will remain strictly confidential to the extent possible.

### **2.7.3. Possible Outcomes**

The parties will be notified about the outcome of the informal complaint procedure or the formal complaint procedure as appropriate.

The possible outcomes will depend on the nature of the complaint and the procedure followed to address the complaint. Where an investigation results in a finding that a person has engaged in unlawful conduct or breach of a policy or contract, that person may be disciplined (including and up to termination of employment or enrolment).

The type and severity of disciplinary action will depend on the nature of the complaint and other relevant factors. Where the investigation results in a finding that the person complained against has engaged in serious misconduct, this may result in disciplinary action. Any disciplinary action is a confidential matter between the affected individual/s and the School.

The main purpose of grievance resolution is to resolve issues between individuals in a supportive, fair and constructive way. Identifying appropriate behaviours for the future and strategies to avoid further conflict are also important. Remedies (if not disciplinary) may include the provision of an apology or similar step (depending on the nature and severity of the conduct that has occurred).

Sometimes, the only achievable outcome may be an understanding of the matters raised and a recommendation to follow or improve guidelines or procedures or improve communication in the future. Sometimes either the formal or informal grievance procedure will not resolve the issue to the satisfaction of all parties, or the parties may have to agree to disagree on the outcome.

If the findings of the Investigator indicate that the misconduct, or its continuance, is sufficiently serious, they may decide to implement disciplinary action.

Outcomes of complaints and grievances can include the following:

- An apology – either verbal or written
- Mediation – with an internal or external mediator
- An official warning
- Disciplinary action
- A behavioural contract (in the case of a student)
- Pastoral or spiritual care

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- An understanding that the behaviour will not be repeated
- A change in policy or procedure.

#### **2.7.4. Appeals Process**

Complainants and respondents are entitled to appeal decisions made. Appeal applications can be made by making an application to the Principal for a decision to be reviewed.

Prior to making an application to the Principal for a decision to be reviewed, the individual must discuss the matter initially with the Investigator.

Requests for the Principal to review a decision will be in writing and briefly set out reasons for the appeal and the outcome sought.

The Principal has the discretion not to proceed with the appeal which may include, but is not limited to the following:

- Where the application for review of the action was made more than one year after the action complained of, and there are no exceptional circumstances explaining this delay;
- Where the application for review of the action is frivolous or vexatious;
- Where the action or instruction was both lawful and reasonable (taking account of all the circumstances);
- Where the affected person has previously applied for review of the same action under these provisions;
- Where the affected person does not have sufficient direct personal interest in review of the action; and/or,
- Where there are alternative internal review procedures (including, but not limited to, disciplinary action, promotion, anti-bullying, sexual harassment or discrimination and action arising under the relevant occupational health and safety laws) in which case the Principal will advise the complainant of the alternative procedure.

Upon receipt of an application for review, the Principal will determine the most appropriate way to review the decision in accordance with the principles outlined above.

The Principal may, dependent on circumstances and at their discretion, discuss the matter with the Chair of the School Board.

Once the review is completed, the Principal will advise the individual (and his/her manager as appropriate) of the Principal's decision. Options the Principal may adopt include:

- Confirming the decision of the initial investigation;
- Undertaking further investigation of any new information made available;
- Varying the action;
- Setting the action aside and substituting a new action; or
- Dismissing the grievance as unsubstantiated.

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If you are not satisfied with the outcome or the way in which the School has handled your complaint, you can contact the Chair of the School Board or the Executive Director of LEVNT.

### **Third party complaint referral**

A complainant can also choose to contact an independent body such as:

Victorian Registration and Qualification Authority (VRQA) if they are not satisfied with the outcome of the complaint from the school.

Contact:

Manager, Complaints Unit VRQA  
03 9637 2806 (select option 5)

## **2.8. Expectations of and Information for Parents, Guardians and Carers**

In making a complaint, the School requests and expects that the complainant will:

- Raise the concern or complaint as soon as possible after the issue has arisen
- Communicate and respond in ways that are constructive, fair and respectful
- Provide complete and factual information about the concern or complaint
- Observe confidentiality and a respect for sensitive issues
- Act in good faith to achieve an outcome acceptable to all parties
- Have realistic and reasonable expectations about possible outcomes/remedies.

If your concern/complaint relates to your treatment or your child's treatment by another student, students or family member while at the School we expect that you will refer your complaint directly to the School, via your child's class teacher, deputy principal or principal. Under no circumstances should you approach another student in the care of the School to discuss the issue or chastise them. Direct contact with parents to resolve the matter is also discouraged if the complaint pertains to issues or incidents that have arisen at the School.

Parents/guardians/carers making complaints are to be respectful, confidential and courteous. Parents/guardians/carers who are unreasonable, threatening or discourteous can expect their discussions with the principal to be terminated until such time as an alternative discussion time is arranged by the School.

## **2.9. Process for Dealing and Recording Complaints**

The School will record the details of all complaints including the name and contact details of the person making the complaint. The School will then refer the complaint to the most appropriate person to undertake an inquiry. There will be many occasions that this will be someone other than the principal. The staff member conducting the inquiry may conduct a preliminary inquiry or communicate with the parent to discuss the matter further.

If the scope of the inquiry is beyond the capacity or jurisdiction of the School, the matter will be referred to the LEVNT office and the parent/guardian/carer will be informed of the referral.

Parents/guardians/carers discussing complaints with the principal may be accompanied by a support person. The support person can be a family member, a friend or a professional with knowledge of the

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student. Any person acting in a professional capacity on behalf of the parents/guardians/carers must provide their occupational details and full name prior to the meeting being held. It is at the principal's discretion if an external professional is a participating member of any school meeting. The support person may encourage and facilitate sharing of parent/guardian/carer knowledge, perception and issues. The support person should support a positive working relationship between all parties. The support person does not speak on behalf of parents/guardians/carers when discussing complaints with the principal.

Any inquiry conducted by the School will be done so in a timely, efficient and confidential manner, ensuring the fair principles on natural justice are applied for all. Parents/guardians/carers will be provided with an anticipated timeframe for a resolution. The staff member conducting the inquiry will record the details of the inquiry.

Privacy laws may prohibit information being provided to the complainant of any specific action that has been taken in relation to individuals about whom the complaint has been raised.

The School will ensure that all records are maintained in accordance with its obligations under the Public Record Office Victoria Recordkeeping Standards.

## **2.10. Withdrawal of a Complaint**

A complaint can be withdrawn at any stage during the complaint management procedures. A complaint should be retracted in writing by the complainant and addressed to the principal of the School or the relevant Board Chair.

## **2.11. Policy Awareness and Training**

This policy is published on the School public website, staff and parent portals.

## **2.12. Feedback**

Our School also values positive feedback. We welcome you to provide any feedback to [admin@stjohnsportland.vic.edu.au](mailto:admin@stjohnsportland.vic.edu.au).

## **3. Policy Compliance**

### **3.1. Policy Breach**

As policy documents provide direction and protection for the staff, parents and students of St John's Lutheran Primary School it is an important requirement that those that are high and medium risk contain a statement on the implications of a breach.

All breaches, near misses and risks related to this policy should be reported to [principal@stjohnsportland.vic.edu.au](mailto:principal@stjohnsportland.vic.edu.au)

Compliance with this policy will be monitored by the Principal and this may include independent audits and reviews.

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## 4. Related Policies, Procedures and Legislation

### 4.1. St John's Lutheran Primary School Policy and Procedure Linkage

- Enrolment Terms and Conditions
- Privacy Policy
- Parent Code of Conduct
- Child Safety and Wellbeing Policy
- Child Safety Code of Conduct
- Records Management Policy
- School Community Safety Order Policy

### 4.2. Lutheran Education Policy Linkage

- LEVNT Complaints and Grievances Policy template

### 4.3. Related Legislative Instruments

### 4.4. Further Information

Contact Details:

- Principal [principal@stjohnsportland.vic.edu.au](mailto:principal@stjohnsportland.vic.edu.au)
- Board Chair [boardchair@stjohnsportland.vic.edu.au](mailto:boardchair@stjohnsportland.vic.edu.au)
- LEVNT [operations@levnt.edu.au](mailto:operations@levnt.edu.au)
- SSR [contact@ssr.vic.gov.au](mailto:contact@ssr.vic.gov.au) 1300 310 778

## Policy Control & Approval Information

Policy Category	Policy Risk Rating	Approver	Date Approved	Next Review
Complaints Management	High	Principal	20/03/2026	03/2028

*Fulfilling the roles and responsibilities in the procedure does not displace or discharge any other obligations that arise if a person reasonably believes that a child is at risk of child abuse.*

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