



## Complaints Handling Policy

St Martins Lutheran College welcomes feedback from all members of the College community and takes all complaints or concerns that may be raised seriously. This Complaints Handling Policy is designed to assist you to understand how to make a complaint.

For the purposes of this policy, we use the terms “staff” and “student” to refer to:

- failed to do something we should have done;
- acted unfairly or impolitely.

Your concern or complaint may be about:

- the type, level or quality of services;
- the behaviour and decisions of staff;
- a policy, procedure or practice.

Complaints about:

- breaches of the Child Safe Codes of Conduct by current or former staff members, current or former students or other people on College premises or at College events
- conduct by a staff member that places any child or young person at risk, regardless of whether or not the child or young person is a student
- inappropriate behaviour or sexual misconduct by a staff member or by another person on College premises or at College events

are managed differently to other complaints.

Refer to the section at the end of this policy – Complaints About Child Safety Incidents or Concerns at or Involving the College or its Staff Members – for more information.

### St Martins Lutheran College’s Commitment

St Martins Lutheran College is committed to handling complaints effectively and efficiently. To manage complaints effectively, we have established a Complaints Handling Program in line with:

- Principle 6 of the National Principles for Child Safe Organisations, using the Office of Child Safety’s “Complaints Handling Guide: Upholding the Rights of Children and Young People”
- the international complaints handling standard (ISO 10002:2018 Quality management – Customer satisfaction – Guidelines for complaints handling in organizations), and



date that the review process is initiated. The matter will be closed if the response of the Principal, or their delegate, is accepted.

**Step 6** - All complaints received will be entered into our Complaints Register and, where appropriate, a corrective action request will be made to address any underlying processes which the complaints investigation revealed may require improvement.

**Step 7** - If the matter remains unresolved, the complainant may pursue external resolution alternatives.

### **Confidentiality**

Confidentiality applies with respect to both information relating to the person making the complaint, and, if relevant to a person against whom a complaint is made. The College is committed to maintaining the confidentiality of information throughout the complaints process.

Personally, identifiable information about a complainant will only be made available for the purpose of addressing the complaint and (unless the complainant consents) will be actively protected from disclosure.

### **Complaints About Child Safety Incidents or Concerns at or Involving the College or its Staff Members**

Complaints about or allegations of:

- breaches of the Child Safe Codes of Conduct by current or former staff members, current or former students or other people on College premises or at College events
- conduct by a staff member that places any child or young person at risk, regardless of whether or not the child is on College premises