



Complaints and Grievances Policy

Guiding children to become their best self through focused, integrated learning.

Because We Care.



Good Shepherd
Lutheran School Angaston

Complaints and Grievances Policy

Source of Obligation

Criterion 3.9 of the SA Registration Standards requires the School to have in place, and implement, policies and procedures for managing complaints and grievances from students, parents, carers and the community.

Complaints and Disputes Management

Good Shepherd Lutheran School has a comprehensive complaints and dispute handling program, based on the Australian and International Standard for Complaints Handling (AS/NZS 10002:2014 and ISO 10002:2018) and the National Office of Child Safety's Complaint Handling Guide: Upholding the rights of children and young people, that ensures complainants are able to raise concerns and lodge complaints and have them dealt with fairly and efficiently.

Refer to our Complaints Handling Program and Child Safe Complaints Management policy.

Complaints Handling Policy

To ensure that the School community knows how to make a complaint and how the School will manage complaints, a summary is published on our website.

Refer to our public-facing Complaints Handling Policy and public-facing Procedures for Managing Child Safety Incidents or Concerns At or Involving the School or Its Staff Members.

Staff Grievance Procedure

Good Shepherd Lutheran School has established an Internal Grievance Resolution Procedures for dealing with staff complaints and disputes.

Student Grievance Procedure

The School has established internal student grievance procedures in our Student Duty of Care Program to ensure that all student complaints and grievances are managed effectively.

Complaints Records

A Complaints Register recording all complaints received by the School is maintained by the School. The Complaints Register is monitored and reviewed annually by the Principal to ensure continuous compliance with our record keeping obligations. Refer to our Record Keeping Policy.

Because of the confidentiality and privacy issues that arise with respect to child safety incidents and concerns, records of complaints that contain information about child safety incidents or concerns are not held within our general complaints handling record keeping system.

These complaints are instead recorded as a child safety incident or concern, under our Child Safe Record Keeping policy.

Implementation

Good Shepherd Lutheran School has set up a series of compliance tasks in CompliSpace Assurance, to ensure that key obligations under the SA Registration Standards are managed effectively.

** Copies of documents referred to in this policy can be obtained by contacting the School.*