

From whom the whole body, joined and held together by every joint with which it is equipped, when each part is working properly, makes the body grow so that it builds itself up in love. Ephesians 4:16

Purpose:	The purpose of this Policy and Procedure is to achieve the purpose of the Framework, in relation to Governance & Executive Complaints.															
Application:	This Policy and Procedure applies to the persons or parties set out in clause 2.1 of the Framework. This Policy and Procedure does not apply to complaints covered by the EA Complaints Policy & Procedure. The EA Complaints Policy & Procedure will apply to complaints made by or against employees covered by the Enterprise Agreement. This policy does not apply to complaints that are more appropriately dealt with under a separate policy and procedure, for example: If the Delegate decides that a Governance & Executive Complaint does not fall under this Policy, or is better managed under a different Policy, the Procedure must stop. The Governance & Executive Complaint must be managed under the different Policy, and the Delegate must inform all parties of the change. <table><tr><td>Example Issue</td><td>Other Policy, Procedure or Process</td></tr><tr><td>Academic Misconduct</td><td>Academic Integrity Policy</td></tr><tr><td>Child Protection</td><td>Child Protection Policy</td></tr><tr><td>Criminal</td><td>Report to police, and Queensland College of Teachers.</td></tr><tr><td>Privacy and Whistleblower Protections</td><td>Whistleblower Policy, Privacy Policy</td></tr><tr><td>Safety (including Psychosocial Safety)</td><td>Work Health and Safety Policy</td></tr><tr><td>Student Behavioural Matters</td><td>Behavioural Policy</td></tr></table>		Example Issue	Other Policy, Procedure or Process	Academic Misconduct	Academic Integrity Policy	Child Protection	Child Protection Policy	Criminal	Report to police, and Queensland College of Teachers.	Privacy and Whistleblower Protections	Whistleblower Policy, Privacy Policy	Safety (including Psychosocial Safety)	Work Health and Safety Policy	Student Behavioural Matters	Behavioural Policy
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Status:	Approved	Supersedes: Previous Versions														
Authorised by:	College Council	Date of Authorisation: March 2026														

References:	• <u>Education (Accreditation of Non-State Schools) Regulations 2017</u> • <u>Australian Education Regulations 2013</u> • <u>Fair Work Act 2009</u> • <u>Work Health and Safety Act 2011 (Qld)</u> • <u>Privacy Act 1988 (Cth)</u> • <u>Anti-Discrimination Act 1991 (Qld)</u> • <u>Australian Human Rights Commission Act 1986 (Cth)</u> • <u>Sex Discrimination Act 1984 (Cth)</u> • <u>Age Discrimination Act 2004 (Cth)</u> • <u>Disability Discrimination Act 1992 (Cth)</u> • <u>Racial Discrimination Act 1975 (Cth)</u> Choose those appropriate from list below • Lutheran Education Queensland Enterprise Bargaining Agreement • Prince of Peace Lutheran College Complaints Handling Policy & Procedure • Prince of Peace Lutheran College Workplace Health and Safety Policy • Prince of Peace Lutheran College Student Code of Conduct • Prince of Peace Lutheran College Parent Code of Conduct • Prince of Peace Lutheran College Disability Policy • Prince of Peace Lutheran College Privacy Policy	
Review Date:	March 2026	Next Review Date: March 2027
Policy Owner:	College Council	

Policy Statement

Prince of Peace Lutheran College acknowledges the right of children, parents/guardians, employees and others to complain when dissatisfied with the College/service's actions, including an action, inaction or decision of the school. The College/service encourages constructive criticism and complaints. Prince of Peace Lutheran College is committed to ensuring that complaints received are handled in a responsive, efficient, consistent, effective, transparent and fair way.

Prince of Peace Lutheran College recognises that time spent on handling complaints can be an investment in better service to children and parents/guardians and a better culture for employees, and views complaints as part of an important feedback and accountability process.

Some complaints are better handled under other policies and procedures of the College/service. The College/service has specific policies and procedures in place for issues such as child protection and discrimination.

Prince of Peace Lutheran College has separate policies that apply for complaints by or against employees covered by the *Queensland Lutheran Schools Single Enterprise Agreement 2024*, or its governance and senior leadership team.

Definitions

Complaint

An expression of dissatisfaction made to or about the College/service, related to the College/service's services, employee or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

Informal Complaint

A complaint about a matter that is likely to be simple, straight forward, easily manageable, or minor, where a simple or quick resolution is appropriate such as discussion of the matter with a relevant employee.

Formal Complaint

A complaint about a matter that is serious, complex or may pose a threat to the health and safety of any person. Examples include serious allegations or breaches of policy or an informal complaint that could not be resolved informally. Assessment of the complaint is required by a relevant member of the senior leadership team.

Complainant

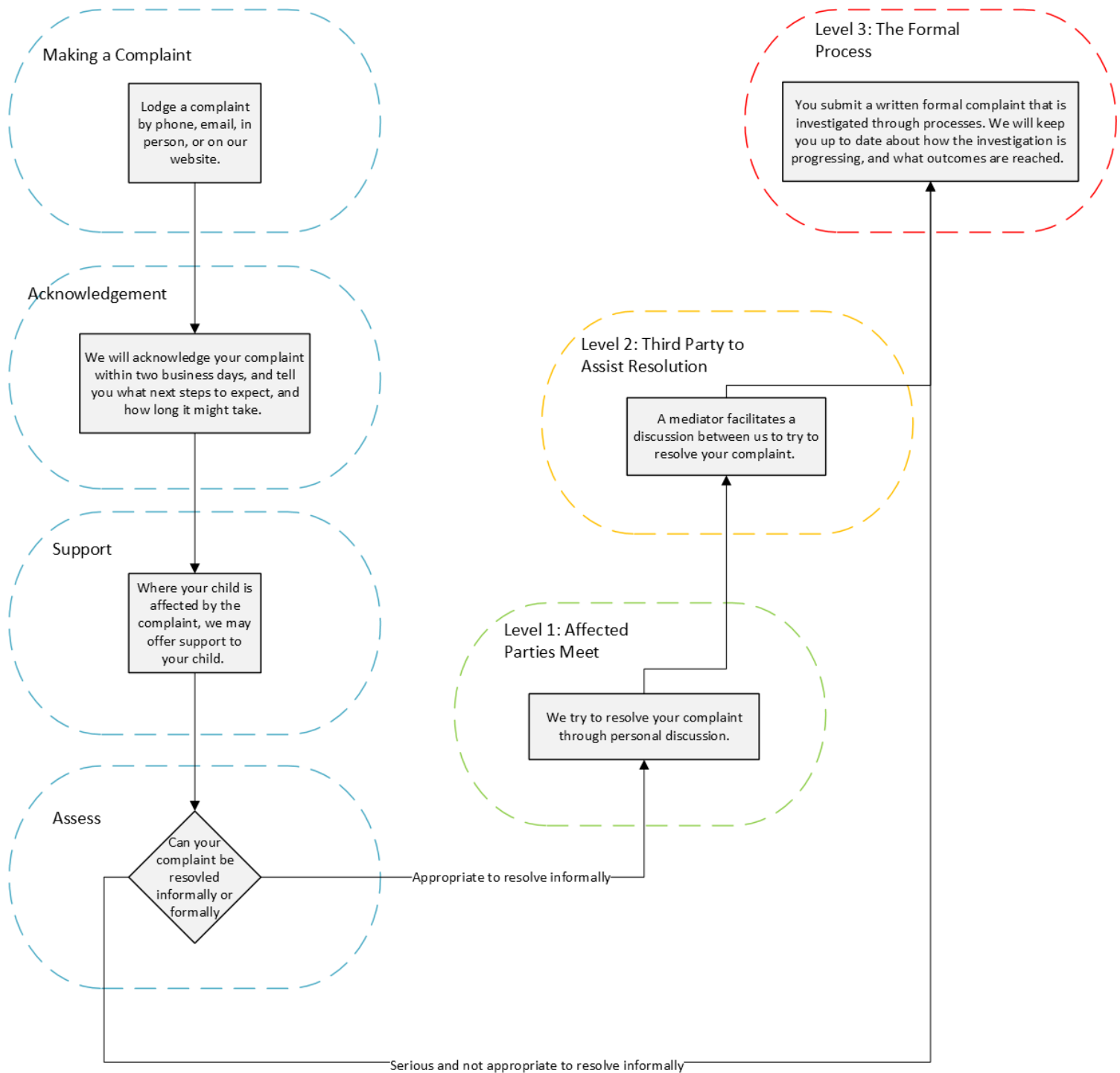
The person, organisation or their representative making a complaint.

Respondent

The person who is referred to in a complaint by a complainant as the person responsible for their concerns or who can best respond to their concern.

Procedure Overview

The seven-step diagram below summarises how a person's complaint will be managed if this policy applies.



Complaints Handling Principles

Prince of Peace Lutheran College will manage complaints according to the following:

- complaints will be taken seriously, dealt with fairly and objectively, without judgement and addressed in a reasonable timeframe
- complaints should be resolved with as little formality and disruption as possible, having regard to the nature of the complaint

- interested parties to the complaint (for example, the complainant and any respondent) will be heard and/or may provide relevant information in relation to the complaint
- confidentiality and privacy will be maintained as much as possible
- the complainant and any respondent will be offered support as appropriate
- victimising behaviour towards a complainant, respondent or other people associated with the complaint, will not be tolerated
- complainants that lodge a complaint on reasonable grounds will not suffer any other reprisals on the basis of the lodging the complaint
- the College/service will provide a review pathway for parties to the complaint if appropriate
- procedural fairness will be ensured wherever practicable, including the right of interested parties to the complaint to be heard.

Complaints that may be Resolved under this Policy

Prince of Peace Lutheran College encourages anyone who feels impacted by an issue involving the College/service to file a complaint. Complaints can address matters such as:

- the College/service or children having done something wrong
- the College/service or children having failed to do something they should have done
- the College/service or children having acted unfairly or impolitely
- issues of child behaviour that are contrary to the relevant behaviour management policy or code of conduct
- issues related to learning programs, assessment and reporting of child learning
- issues related to communication with children or parents or the College/service
- issues related to College/service fees and payments
- general administrative issues
- issues relating to non-compliance with a process outlined in College/service policies or procedures, for example the child protection policy, discrimination policy, or privacy policy.

Children's complaints may be brought by children or by parents on behalf of their children, as appropriate in the circumstances.

Issues Outside this Policy

The following matters are outside the scope of this policy and should be managed as follows:

- Child protection concerns including allegations of sexual abuse, likely sexual abuse or harm to children should be dealt in accordance with the College/service's Child Protection Policy
- Child bullying complaints should be dealt with under the Student Wellbeing & Behaviour Support Guidelines
- Child discipline matters, including matters involving suspension or expulsion, should be dealt with under the Student Wellbeing & Behaviour Support Guidelines
- Children or employee violence or criminal matters should be directed to the principal who will involve the Police as appropriate
- Disputes between College/service council members, which should be referred to the District Church Board of the Lutheran Church of Australia Queensland District
- Complaints by or against employees covered by the Queensland Lutheran Schools Single Enterprise Agreement 2024
- Formal legal proceedings should be managed as appropriate in the circumstances
- Complaints relating to the education and training services provided by the College/service to an overseas student should be dealt with in accordance with the *Education Services for Overseas Students Act 2000* and National Code and

the school's Overseas Student's Complaints and Appeals Policy and Process.

Responsibilities

Prince of Peace Lutheran College including the **Kindergarten and OSHC Services** has the following role and responsibilities:

- develop, implement, promote and act in accordance with this policy
- appropriately communicate this policy to children and parents
- ensure that this policy is readily accessible by children and parents
- upon receipt of a complaint covered by this policy, manage the complaint in accordance with this policy
- ensure that appropriate support is made available to all parties to a complaint
- take appropriate action to prevent victimisation or action in reprisal against the complainant, respondent or any person associated with them
- appropriately implement remedies
- appropriately train relevant employees
- keep records
- conduct a review/audit of the Complaints Register in regular intervals
- report to the College/service insurer when that is relevant.

All Parties to a Dispute

The complainant and respondent both have the following roles and responsibilities:

- comply with this policy
- provide complete and factual information in a timely manner
- not provide deliberately false or misleading information
- not make frivolous or vexatious complaints or retaliatory complaints
- act in good faith and maintain a mutually beneficial relationship of trust and cooperation
- act in a calm, courteous manner and non-threatening manner
- acknowledge that a common goal is to achieve an outcome acceptable to all parties
- recognise that all parties have rights and responsibilities which must be balanced
- maintain and respect the privacy and confidentiality of all parties
- not victimise or act in reprisal against any party to the dispute or any person associated with them.

Employees Receiving Complaints

Employees receiving complaints have the following role and responsibilities:

- identify the applicable and most appropriate policy to apply, and notify the complainant and respondent which policy is being applied
- if this policy is being applied, act in accordance with this policy
- if this policy is being applied, refer the complainant to this policy, and provide additional information as necessary
- maintain confidentiality as far as possible
- keep appropriate records
- forward complaints to more senior employees, including the Principal/**service leader/children's service** manager, if the complaint cannot be resolved at the initial level or if it involves serious issues that require the involvement of more senior employees
- not victimise or act in reprisal against the complainant, respondent or any person associated with them.

Implementation

Communication and Training

Prince of Peace Lutheran College is committed to raising awareness of the process for resolving complaints at the College including by the development and implementation of this policy and related procedures, and via the clear support and promotion of the policy and procedures. This includes making a copy of this policy available on its website and if appropriate parent and student portals.

Prince of Peace Lutheran College is also committed to appropriately training employees on how to resolve complaints in line with this policy and the related procedures. The College will ensure that its employees are trained on this policy upon induction, and regularly thereafter.

Timeliness

This policy aims to promote the prompt resolution of complaints and grievances at the lowest level possible by consultation, cooperation and discussion, and to promote efficiency, effectiveness and equity in the College. Complaints will be resolved with as little formality and disruption to the College as possible.

Communication

The College will give reasonable progress updates.

Support

All parties to the complaint will be appropriately supported.

Complaint Register

Prince of Peace Lutheran College will maintain a complaint register with details such as the date, source and description of complaints, the employee managing the complaint, the actions taken, outcome and the date the complaint was closed. The complaint register will be stored securely by the College.

All complaints shall be entered onto the complaint register as soon as practicable after the complaint is received. The complaint register will not contain complaints about the Head of College. Records of complaints about the Head of College will be maintained by the College Council with access restricted to the College Council.

To safeguard confidentiality and maintain the integrity of the complaint process, access to the entire complaint register will be limited to the Head of College the Head of College's PA, Business Manager, and HR Manager.

To safeguard confidentiality and maintain the integrity of the complaint process, access to the entire complaint register will be limited to the service leader.

The Head of College/service leader/children's services manager, may authorise the sharing of specific, relevant entries from the complaint register with other designated employees (such as the senior leadership team), provided measures are taken to protect the confidentiality of all parties involved, particularly ensuring that respondents to a complaint do not gain inappropriate access to information about the allegations against them.

APPENDIX - Complaint Handling Procedure

In the event of a grievance, any parent, children or other College community member (**Complainant**) may seek resolution through following the steps below. The objective (where appropriate) is to resolve the grievance at the lowest level of the College as possible.

LODGING A COMPLAINT

Complaints can be lodged with the most appropriate employee at the local level, for example, the initial contact point for many complaints is the child's educator.

Complaints about the Head of College must be lodged with the College Council, at councilsecretary@princeofpeace.qld.edu.au

Complaints about the service leader/ children's service manager must be lodged with the **LEQ (office) for centrally managed services or the Head of College.**

Complaints can be lodged through various methods, including:

Phone: 3872 5620

Email: HeadofCollege@princeofpeace.qld.edu.au

In-person: (by appointment) via the PA to the Head of College

If the complainant is unsure where to direct their complaint, they can contact the reception at the Junior Campus - phone 3872 5700 and the reception at the senior campus - phone 3872 5600 for guidance.

If the complainant is uncomfortable directing the complaint to the most appropriate member at the local level, or wants to make a formal complaint, they can submit a complaint by:

- Using the anonymous reporting system where the report is taken by the PA to the Head of College and the complainant remains anonymous.

Where an anonymous complaint is lodged, the College/service will follow the complaints handling policy, when there is sufficient information to do so.

If your complaint relates to the Head of College or an employee, a different policy may apply. We will let you know if a different policy applies. Please note that your complaint must be lodged with the College/**service**, and not Lutheran Education Queensland.

ACKNOWLEDGEMENT, ASSESSMENT AND REFERRAL

The employee receiving the complaint will:

- acknowledge the complaint within two (2) business days, outlining the next steps and where possible the estimated timeframes
- assess the complaint: to ensure that the correct policies are being applied; to ensure any required internal and external notifications are made; **to identify whether the complaint is an informal or formal complaints under this policy; and** refer the complaint to the most appropriate employee to manage the complaint.

REGISTRATION AND SUPPORT

The recipient of the complaint will promptly enter it onto the complaints register, regardless of whether it proceeds through the informal or formal process.

The recipient of the complaint will offer support to the complainant as appropriate, which may include assistance with completing forms or understanding procedures.

If a child is a complainant, respondent or victim, or the child of a complainant, respondent or victim of a matter being managed through this policy, the College may offer support to the child where appropriate e.g. discussing suitable adjustments with parents/caregivers.

LEVEL 1: AFFECTED PARTIES MEET

The College/service recognises that often complaints are simple misunderstandings that are easily resolved via effective communication.

If at all possible and appropriate, the parties directly involved should first seek to resolve the complaint in a timely manner by way of informal discussion personally and in a spirit of goodwill and commitment to the maintenance of a safe and harmonious environment.

- A Complainant may refer the matter to the Head of Campus to facilitate the discussion:

Head of Junior Campus:	headofjuniorcampus@princeofpeace.qld.edu.au
Head of Senior Campus:	headofseniorcampus@princeofpeace.qld.edu.au

If the complaint cannot be resolved satisfactorily, within a mutually acceptable time frame, or the seriousness of the matter is not suitable for resolution informally, the Complainant may process to Level 2.

LEVEL 2: THIRD PARTY TO ASSIST RESOLUTION

At this level, the Complainant and Respondent have both indicated their willingness to participate in a third party facilitated discussion, and a meeting involving the Complainant, Respondent and neutral third-party facilitator or mediator will be scheduled.

The neutral third party to assist the third party facilitated discussion and/or mediation may be (as appropriate) a trained Mediator or such other neutral person as the Head of College /service leader/children's service manager may nominate after discussion with both the Complainant and Respondent. The neutral person may be an appropriately trained person external to the College/service.

The role of the third-party facilitator or mediator is to provide a forum to allow the parties the opportunity to tell their side of the story openly, remain impartial, encourage formulation of solutions, advise about future process options if the matter is not resolved, and always maintain confidentiality.

If the complaint cannot be resolved satisfactorily at this level, within a mutually acceptable time frame or the seriousness of the matter warrants, the Complainant may proceed to Level 3.

LEVEL 3: THE FORMAL PROCESS

When the Complainant has a complaint which has not been able to be resolved by level 1 and 2 approaches outlined above, they can lodge a formal complaint. This should be submitted in writing to HeadofCollege@princeofpeace.qld.edu.au outlining the complaint, steps taken to resolve it, some contact details for follow up actions to be undertaken, and identify that the Complaint is a "*formal complaint*".

If the complaint involves the Head of College or a College Council or its committee members, then it should be submitted in writing to the College Council Chairperson at collegechair@princeofpeace.qld.edu.au

Upon assessment of the complaint or grievance, it is then registered on the complaint register.

Correspondence of receipt of the complaint, possible actions and estimated timeline will be provided in the College/**service's** attempt to address the complaint.

The College/**service** will take appropriate steps to resolve the complaint.

When the complaint has been resolved, the College/**service** should advise the parties directly concerned, in writing.

- the decision taken by the College/**service**
- a summary of the reasons for the decision made
- what and when follow up action, if any, is to be taken.

The decision and communication in writing of the outcome by the Head of College, College/**service** or College Council marks the end of this Complaint Handling Procedure.

For a centrally managed Early Years & OSHC Service the decision and communication in writing of the outcome by the service leader/children's service manager, marks the end of this Complaint Handling Procedure.