



## COMPLAINTS and DISPUTE POLICY

### SOURCE OF OBLIGATION

Section 125(q) of the Education Act requires that College has appropriate policies and procedures to deal with complaints and disputes.

### PEDEGOGY

The College upholds principles of procedural fairness in its management of complaints. We ensure that

- if a complaint is against a staff member, that person is informed of the allegations against them (unless to do so would compromise the safety and/or efficacy of an internal or external investigation), has an opportunity to be given a fair hearing before a decision is made, and is given the opportunity to consider the information that the decision is based on
- decision-makers are fair and impartial and address complaints in a timely manner; and
- the decision is not pre-determined and will be objective, measured, and based on all the information gathered from as many sources as possible

### COMPLAINTS AND DISPUTES MANAGEMENT

Good Shepherd Lutheran College has a comprehensive complaints and dispute handling program, based on AS ISO 10002, that ensures complainants are able to raise concerns and lodge complaints and have them dealt with fairly and efficiently. Refer to our

Information on how a complaint is made is available on the College website

### STAFF GRIEVANCE PROCEDURE

Good Shepherd Lutheran College has established an Internal Procedure for dealing with staff complaints and disputes

### COMPLAINT RECORDS

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

The Board has retained certain authorities for its own decision and matters where the limit of authority granted to delegates of the Board is exceeded.

### IMPLEMENTATION

Good Shepherd Lutheran College has set up a series of compliance tasks on our , to ensure that key obligations under the Education Act are managed effectively.

Related Policies

Complaints Handling Program

Record Keeping Policy