



## Policy Statement

### COMPLAINTS HANDLING POLICY

St Martins Lutheran College recognises that from time to time there might be instances where individuals or organisations may disagree with the way the College has handled matters and may wish to lodge a complaint. Such individuals may include parents, students, suppliers, local residents, and other external bodies with whom the College has dealings. It is important to work together, talk, listen and find solutions so we can improve our services to the community.

#### Types of concerns and complaints

You may choose to make a complaint if you believe that the College has:

- done something wrong;
- 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.

The College acknowledges that complaints present an opportunity to improve and is fully committed to resolving complaints in an efficient, fair and timely manner. The College recognises that its complaints handling procedures must be fair to the complainant as well as the person about whom the complaint is made. Accordingly, the College will:

- document all formal discussion and processes involving a complaint;
- acknowledge receipt of the complaint within two working days;
- treat all parties with sensitivity, respect and courtesy;
- investigate matters impartially and fairly;
- provide all parties with a response within 14 days, or provide interim information if a response is not yet available;
- provide clear reasons as to why any actions have been taken or are proposed to be taken;
- keep matters confidential;
- monitor the effectiveness of outcomes;
- provide a right of appeal to the Principal and Chair of the College Council if the College's response to the complaint is not satisfactory.

#### Making A Complaint

We ask that, where appropriate, you first raise the matter directly with the relevant staff member. If that is not appropriate or the issue was not addressed to your satisfaction, please contact our Complaints Manager on 08 8725 1430 or at [complaints@stmartins.sa.edu.au](mailto:complaints@stmartins.sa.edu.au).

If you have been unable to resolve a matter informally, or simply wish to make a formal complaint you can do so by any of the following means:

1. Sending an email to [complaints@stmartins.sa.edu.au](mailto:complaints@stmartins.sa.edu.au).

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2. Writing a letter to the College addressed to “The Complaints Manager”, 3 St Martins Drive, Mt Gambier SA 5290.
3. Telephoning the College and asking to speak to your child’s Head of School.

Complaints may be about something we have to do because of legal obligations. In such cases we will talk to you and help you understand the requirements and why they exist.

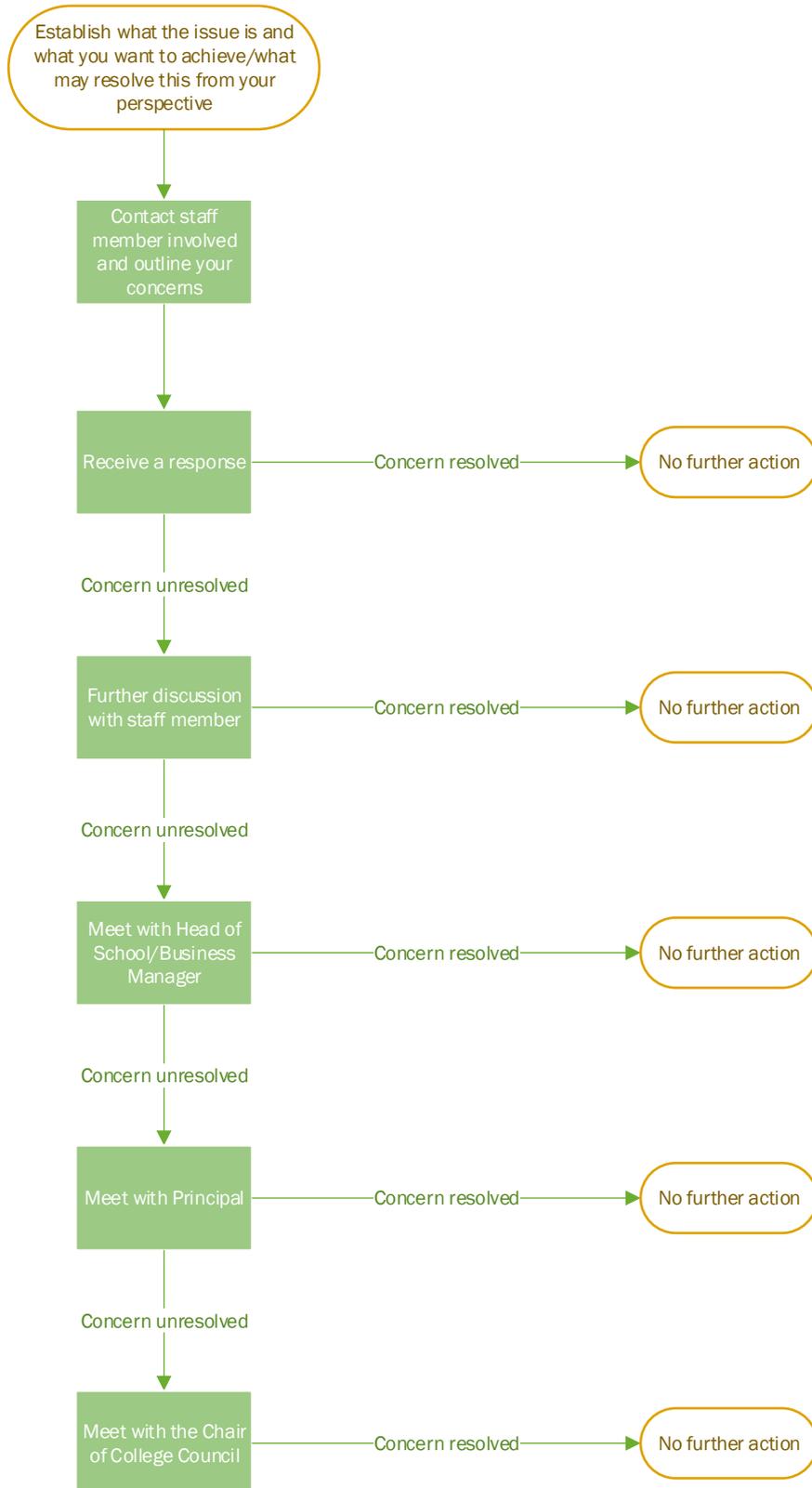
Note that neither the Minister for Education and Child Development nor the Department for Education and Child Development has any power to directly intervene in any complaints relating to the operations of the College.

**International Students**

Should international students wish to complain or lodge an external appeal about a decision made or action taken by St Martins Lutheran College, they may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service for overseas students, [www.ombudsman.gov.au](http://www.ombudsman.gov.au) or phone 1300 362 072 for more information.

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## Process for Complaint Handling



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