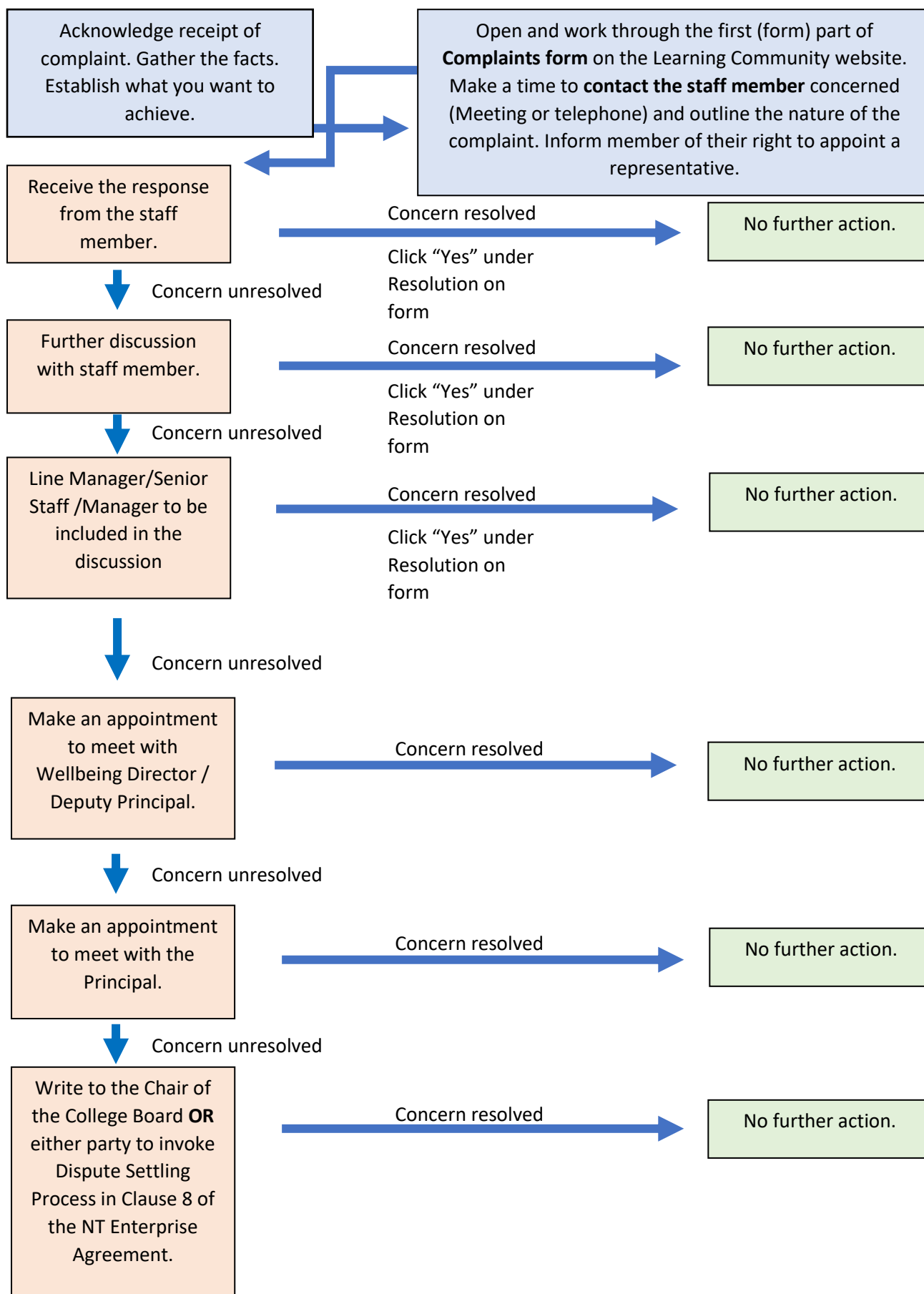


## Outline of process for resolving Complaints

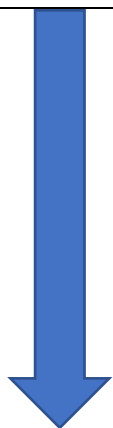
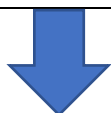
To record and deal with complaints against members of the Waikerie Lutheran Primary School Learning Community (LC) in a manner that is open and honest. The concepts of natural justice will be applied. Members of the LC have the right to complain and to have their complaints resolved. Consideration of 'the complainant' and respondent's rights is most important. Appropriate enquiry shall be made at all stages of the procedure to ensure that procedural fairness prevails.



## Internal Learning Community Process to manage Complaints/Feedback

An individual can lodge a complaint:

<p>In writing:</p> <ul style="list-style-type: none"> <li>• Via email</li> <li>• Via SMS</li> <li>• By written letter</li> </ul>	<p>Verbally:</p> <ul style="list-style-type: none"> <li>• In person</li> <li>• Over phone</li> </ul>	<p>By electronic submission:</p> <ul style="list-style-type: none"> <li>• Completion of online form at</li> </ul>
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If a written complaint is received, the receiving staff member must immediately contact the individual by phone and proceed with Steps 1 to 4 outlined below



<p>Staff Member Receiving Complaint</p>	<p>Step 1 <b>Acknowledge</b> Acknowledges receipt of complaint immediately (showing empathy and understanding) meanwhile opening online Complaints form</p> <p>Step 2 <b>Collect</b> Works through online form using prompted questions, completes all sections to activate tracking/action/management process</p> <p>Step 3 <b>Clarify</b> Clarifies understanding of the complaint, confirms the matter will be dealt with immediately, offers thanks for opportunity to take issue further to help resolve matter</p> <p>Step 4 <b>Submit</b> Submits online Complaints form to activate tracking/action/management process</p>
<p>Complaints Officer</p>	<p>Step 1 Receives submitted complaint notification via email and changes Status of complaint from <b>NEW</b> to <b>UNDER INVESTIGATION</b> and allocates tasks/assigns ownership to specific staff member</p> <p>Step 2 Advises staff member who recorded the complaint that the matter is now <b>UNDER INVESTIGATION</b> with a specific staff member named 'Assigned Owner'</p>
<p>Assigned Owner</p>	<p>Step 1 Receives complaint via email, responds with immediate action. Where possible all complaints must be attempted to be fully resolved within 24 hours of receipt.</p> <p>Step 2 Logs investigation details into Complaints Tracking System and changes status to <b>CLOSED</b> once matter is resolved. Change of status to <b>CLOSED</b> will also advise original Staff Member that the matter has been resolved.</p>

## **What to do if you receive a complaint:**

### **Step 1 Acknowledge**

Acknowledge receipt of complaint immediately (showing empathy and understanding) meanwhile opening Complaints online form. Open SchoolBox and click on CompliSpace or go to <https://yourcollege.cspace.net.au> using your usual LC login details

### **Step 2 Collect**

Work through the online Complaints form using prompted questions, completing ALL sections.

### **Step 3 Clarify**

- Clarify your understanding of the complaint
- Confirm that it will be dealt with as a matter of urgency
- Offer thanks for the opportunity to take the issue further to help resolve the matter
- Promise that we will respond within 24 hours

### **Step 4 Submit**

Submit online Complaints form. This will begin the complaints tracking/action/management process and will keep you updated as the matter moves through the stages of NEW, UNDER INVESTIGATION and RESOLVED.

**(This card should be placed with all LC desk phones.)**