

# St John's Lutheran School



## Suggestions and Complaints

## **INFORMATION FOR STAFF**

Suggestions and complaints are valuable as they enable staff to address concerns and improve the quality of service. These procedures promote fairness and ensure that complaints are treated according to the nature and seriousness of the issue. They encourage all staff to participate in systems improvement.

### *How to make a suggestion or complaint*

You can make a suggestion or complaint orally or in writing. If made orally it may need to be put in writing later. You can use the form that is available. Its use is optional.

It can be made to the school principal.

Request assistance if you need help.

It is preferable that you give your name and sign your complaint. Anonymous complaints can be acted on only in certain circumstances.

### *Responding to suggestions, complaints or allegations*

When a suggestion, complaint or allegation is received it will be assessed in terms of its nature and seriousness.

If it is about a policy or process rather than about a person, then the REMEDY AND SCHOOL IMPROVEMENT PROCEDURE will apply.

If it is about a person, but not about an alleged serious breach of policy or procedure, then the NEGOTIATION PROCEDURE will apply.

If it is about a person, and it is about an alleged serious breach of policy or procedure, then the INVESTIGATION PROCEDURE will apply.

## **For more information**

For more information you can:

- contact the School Principal\*

\* If the complaint is about the Principal, contact the School Board Chair

## **INFORMATION FOR STUDENTS, PARENTS AND COMMUNITY MEMBERS**

Your suggestions and complaints are valued as they enable staff to address your concerns and improve the quality of service at St John's Lutheran Primary School. We will strive to remedy problems promptly and deal with each matter fairly.

### **How you can make a Suggestion or Complaint**

You can make a suggestion or complaint orally or in writing. If made orally it may need to be put in writing later. You can use the form that is available. Its use is optional.

It can be made to the school \*Principal.

Request assistance if you need help.

It is preferable that you give your name and sign your complaint. Anonymous complaints can be acted on only in certain circumstances.

### *How your suggestion or complaint will be handled*

When a suggestion or complaint is received it will be assessed in terms of its nature and seriousness. We will acknowledge it and we can give you an indication of the likely timeframe for dealing with it.

If it is about a policy or process rather than about a person, then the REMEDY AND SCHOOL IMPROVEMENT PROCEDURE will apply.

If it is about a person, but not about an alleged serious breach of policy or procedure, then the NEGOTIATION PROCEDURE will apply.

If it is about a person, and it is about an alleged serious breach of policy or procedure, then the INVESTIGATION PROCEDURE will apply.

### **For more information**

For more information you can:

- contact the School \*Principal.

## **Summary of the Procedures**

### **Steps in the remedy and school improvement procedure**

- Step 1 Assess if remedy and/or school improvement is warranted
- Step 2 Remedy immediately if possible
- Step 3 Refer matter to the principal if warranted
- Step 4 Refer matter to the School Board chair if warranted

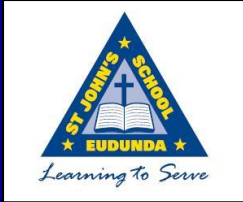
### **Steps in the negotiation procedure**

- Step 1 Refer matter to the \*Principal
- Step 2 \*Principal's review
- Step 3 If anonymous, or if complainant insists that their identity be withheld, then discontinue
- Step 4 Negotiation (may involve joint or separate meetings)
- Step 6 If resolution not reached, decision made by \*Principal

### **Steps in the investigation procedure**

- Step 1 Refer matter to the \*Principal.
- Step 2 Consideration of previous action, which may be sufficient
- Step 3 \*Principal initiates investigation
- Step 4 If complaint is anonymous, investigator assesses if investigation possible
- Step 5 Investigation, including interview of parties and report with recommendations
- Step 6 Action on the recommendations, including possible referral to disciplinary procedure

Policy Created March 2021



# SUGGESTION OR COMPLAINT FORM

## 1. Your details

Family Name .....

Given Name(s) .....

Address .....

Phone number Home: ..... Work: ..... Mobile .....

## 2. Are you a: (Please tick box)

Student .....

Parent or Caregiver (name of student) .....

Staff .....

Other (please specify) .....

## 3. Have you discussed your matter with a staff member?

Yes  No  Go to 4

If yes when? ..... Who dealt with the matter? .....

What was the result? .....

## 4. Please give details of suggestion or complaint and the outcome you are seeking. (You may wish to attach further documentation.)

.....  
.....  
.....  
.....  
.....

Date ..... Signature .....

*Mail this form or hand it in at the school office*

**Privacy Notice:** The information provided on this form will be used by SJLS to follow up your complaint. The information may be provided by SJLS to the police for law enforcement purposes. The provision of this information is voluntary. It will be stored securely. You may correct any personal information provided at any time by contacting the person to whom you submit this form.