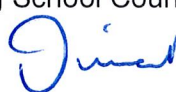


# Complaints Handling Policy

<b>Purpose</b>	The purpose of the policy is to establish guidelines for complaints handling at St Paul's Lutheran Primary School.	
<b>Scope:</b>	The content of this policy relates to all members of the St Paul's Lutheran Primary School community; staff, students, parents, visitors, caregivers and volunteers.	
<b>Status:</b>	Approved	Date of Approval: 16 May 2023
<b>Approved by:</b>	SPLPS School Council	Supersedes: February 2021
<b>Signed by:</b>	Murray Diment Acting School Council Chair 	Date: 16/05/23
<b>References:</b>		
<b>Review Date:</b>	<u>Every 2 years</u> , as appropriate, to take account of new laws and technology, changes to school's operations and practices and to make sure it remains appropriate to the changing environment.	Next Review Date: 2025
<b>Policy Owner:</b>	School Council	Updated: April 2023

The School shall provide a general complaints handling procedure to provide a mechanism for complaints to be dealt with in a consistent, timely, fair and transparent way with sensitivity which accounts to the legal obligations of Queensland Lutheran Schools, including (but not limited to) workplace health and safety requirements and according to procedural fairness and natural justice.

Where complaints are determined to relate to a specific policy or policies, the complaint shall be dealt with under that specific policy or policies, and the complainant and respondent shall be advised promptly which policy or policies are being invoked.

Both complainant and respondent are entitled to avail themselves of a support person or representative of the complainant's/respondent's choosing.