



1. Policy Statement

St Paul Lutheran School is a place of loving service, where community members embrace high expectations and standards of behaviour to provide a safe and effective learning environment. We welcome feedback and take all concerns and complaints seriously. This policy provides clear pathways for resolving grievances in a manner that is respectful, confidential, and consistent with both Lutheran values and national standards for complaints handling.

We are committed to:

- Responding to all grievances and complaints with fairness, respect, and compassion.
- Handling complaints in a timely, transparent, and accountable manner.
- Upholding confidentiality for all parties involved.
- Ensuring the safety and wellbeing of children and young people as our highest priority.
- Using feedback and complaints to support continuous improvement.

2. Scope

This policy applies to all members of the school community, including:

- Parents and caregivers
- Students
- Staff (current or former, teaching and non-teaching)
- School Board members
- Volunteers, contractors, service providers, and visitors

3. Definitions

3.1 Grievance: A concern or issue raised informally, usually relating to a child's education, relationships, or school experience.

3.2 Complaint: An expression of dissatisfaction made to the school, related to its services, operations, or complaint-handling process, where a response or resolution is expected.

3.3 Child Safety Complaint: A complaint involving child safety concerns, breaches of the Child Safe Codes of Conduct, or allegations of inappropriate conduct or misconduct.



4. Guiding Principles

The following guiding principles underpin the way St Paul Lutheran School manages complaints and grievances. They ensure that all concerns are addressed in a manner that is respectful, fair, and consistent with both our school values and our legal obligations. We expect that communication is clear, courteous, and constructive, with all parties given an opportunity to be heard and matters handled objectively. Confidentiality is maintained throughout the process, with information shared only with those directly involved in resolving the issue. Above all, the safety and wellbeing of children remains our highest priority, and any complaint relating to child safety will be managed in line with the Child Safe Policy. By following these principles, we aim to strengthen trust, promote understanding, and build positive relationships within our school community.

Principle	Description
Respectful Communication	Concerns are raised clearly, logically, and with courtesy
Procedural Fairness	All parties are heard, and matters are addressed objectively
Confidentiality	Matters are kept private and only shared with those directly involved in resolution
Child Safety First	Any complaint relating to child safety will be prioritised and managed under our Child Safe Policy.
Positive community relationships	We seek solutions that build trust and uphold our school values.

5. Procedures for raising concerns

5.1 Informal Grievance Resolution

This is the preferred first step. Most concerns can be resolved quickly and informally, in the following ways:

1. Raise the issue directly with the person most closely related to the concern (eg class teacher, staff member, Principal). Please make an appointment and indicate the subject matter so full attention can be given.
2. Problem solving conversation:



- Identify the facts
 - Explore why the issue is of concern
 - Share feelings respectfully
 - Agree on future actions or goals within school values and policies
3. If unresolved, escalate the concern to the Principal.
 4. If still unresolved, escalate to the School Board Chair at boardchair@stpaulba.sa.edu.au
 5. Where a parent feels uncomfortable approaching a staff member directly, an agreed mediator (eg Wellbeing Coordinator, Deputy Principal, Principal) may assist.

If no further concerns are raised after these steps, it will be assumed that the matter has been resolved.

5.2 Formal Complaint Handling Process

Where informal resolution is not possible or a formal process is preferred:

1. Lodging a Complaint
 - Email: Principal at lmattner@stpaulba.sa.edu.au
 - Letter: Addressed to 'The Complaints Manager'
 - Phone: Contact the Principal or Deputy Principal
2. **Logging:** All formal complaints are recorded in the School's Complaints Management System.
3. **Acknowledgment:** Complaints are acknowledged in writing, allocated a priority, and given a target resolution date (within 14 days where possible).
4. **Investigation:** The Principal or delegate will investigate fairly and thoroughly.
5. **Response:** a written outcome will be provided. If accepted, the matter will be closed.
6. **Internal Review:** if unsatisfied, a review may be requested by the Principal or delegate, with a further response within 14 days.
7. If still unresolved, escalate to the School Board Chair at boardchair@stpaulba.sa.edu.au
8. **Corrective action:** Where systemic issues are identified, improvements will be implemented.



External review: if unresolved, parents may contact Lutheran Education SA/NT/WA (LESNW) in North Adelaide. Neither the Minister for Education nor the Department for Education has any power to directly intervene in any complaints relating to the operations of a non-government (Independent) school.

5.3 Child Safety Complaints

Any complaint involving child safety will be managed under strict confidentiality and privacy requirements.

This includes:

- Breaches of the Child Safe Code of Conduct
- Conduct placing a child or young person at risk
- Inappropriate behaviour or misconduct by a staff member, student, or other person on school premises or at a school event.

If the complaint relates to the Principal, it should be directed to the Chair of the School Board at: boardchair@stpaulba.sa.edu.au.

For further guidance, please see the **Child Safe Policy** available on our website.

Confidentiality and Conduct

All complaints and grievances must be handled discreetly and respectfully.

Matters should not be aired in public forums (including social media) as this undermines trust and may compromise resolution.

Constructive feedback is encouraged. Defamation or inappropriate criticism of staff or the school, whether verbal, written, or online, will not be tolerated.

Consequences of Breach

If a parent or community member (including staff) repeatedly raises grievances in an inappropriate manner:

- A formal meeting will be required with the Principal and/or School Board Chairperson.
- The policy will be reiterated and support for respectful resolution offered.



**St Paul
Lutheran School**

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Complaints and Grievances Policy

February 2026

- In cases of persistent or serious breaches, enrolment at St Paul Lutheran School may be reviewed or terminated, to protect the wellbeing of the school community.

Living and Learning Together in Christ

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Connected
SCHOOLS

A Christ-Centred Community of K-12 Lutheran Schools