

Parent Complaints

Living Waters Lutheran College welcomes suggestions and comments from parents and takes seriously complaints and concerns that are raised. We would like you to know how to use the system we have in place for parent complaints.

A complaint will be treated as an expression of genuine dissatisfaction that needs a response.

We wish to ensure that:

- parents wishing to make a complaint know how to do so
- we respond to complaints within a reasonable time and in a courteous and efficient way
- parents realise that we listen and take complaints seriously
- we take action where appropriate

“How should I complain?”

Members of staff will be happy to help. It may be best to start with the person most closely concerned with the issue – for example classroom issues with the classroom teacher, sports concerns with the sports teacher or Head of Physical Education, a concern regarding your Year 9 student’s wellbeing with their pastoral care teacher in the first instance and then with the Year 9 Coordinator, a concern regarding Year 11 English with your child’s English teacher and then the Head of English. You may be able to sort things out quickly, with the minimum of fuss.

However, if the matter is not resolved at this level you may prefer to take the matter to a more senior member of staff, for example the Head of School or the Principal.

When you contact the College give as clear an outline as possible about what is troubling you. Means of contact can be in person/by email or direct message or by phone. If you choose to phone our office staff they will then be able to direct your complaint to the right person. You will understand



that often a return call will have to be made to you when the staff member is next available. We cannot interrupt teachers during their teaching time.

“I don’t want to complain as such, but there is something bothering me”

The school is here for you and your child, and we want to hear your views and your ideas. Contact a member of staff whenever you have a concern. No concern is too trivial.

“I am not sure whether to complain or not”

If as parents you have concerns, you are entitled to raise them. If in doubt, you should contact the school, as we are here to help.

“What will happen next?”

If you raise something face-to-face or by telephone, it may be possible to resolve the matter immediately and to your satisfaction.

If you have made a complaint in writing, we will contact you within five working days, to respond to your concerns and explain how we propose to proceed.

In many circumstances, the person you contact will need to discuss the matter with a colleague and consider it further before responding. You will be given a date by which time you will receive a response. If a detailed exploration of the issue is needed, a letter or report will be sent to you as quickly as possible. This will tell you of the outcome of your complaint. It will explain the conclusion, the reasons for it, and any action taken or proposed.

Parents need to be aware that in some cases the school will not be able to discuss the details of action taken as it would be inappropriate. For example, if the action involved staff discipline.



Alternatively, you may wish to write directly to the Chair on board@livingwaters.wa.edu.au. The Chair

“What happens about confidentiality?”

Your complaint or concern will be treated in a confidential manner and with respect. Knowledge of it will be limited to the Principal and those directly involved. The Chair of the Board may also need to be informed. It is the College’s policy that complaints made by parents should not rebound adversely on their children.

We cannot entirely rule out the need to make third parties outside the school aware of the complaint and possibly also the identity of those involved. This would only be likely to happen where, for example, a child’s safety was at risk or it became necessary to refer matters to the Police. You would be fully informed.

While information relating to specific complaints will be kept confidentially on file, we would point out that anonymous complaints might not be pursued.

“What if I am not satisfied with the outcome?”

We hope that you will feel satisfied with the outcome, or at least confident that your concerns have been fully and fairly considered.

If you are not satisfied, the Principal will offer to refer the matter to the Chair of the Board.

will expect that the matter will have been examined by the College in the first instance. The Chair will call for a full report from the Principal, and will examine matters thoroughly before responding. This may result in a satisfactory solution, but if it does not, the Chair may invite you to a meeting. You may wish to be supported by a friend, but legal representation would not be appropriate at this stage.

If the meeting does not bring about a resolution, the matter would be referred to the Lutheran Education SA, NT, WA (LESNW). The office is in South Australia. It would be the LESNW Director’s task to investigate the issue fully with all parties in an impartial and confidential manner.

Please note that you are able to seek legal advice at any time you wish. However, it is generally not appropriate in the early stages of resolution.

The College recognises and acknowledges your entitlement to complain and we hope to work with you in the best interests of the children and young people in our care. Being informed about what you think makes us a better able to meet the needs of our students.

See also Grievance Procedure on the website