



Board Policy |

Concerns or Complaints |

In order to best promote the welfare of the Middleton Grange School community, concerns and complaints must be handled in line with the Bible's teaching on conflict resolution, and in a way that acknowledges the practical realities of the School environment. Because Middleton Grange is a State Integrated School, the Board requires that our Special Character Policy guides all aspects of this policy.

This Concerns or Complaints Policy is informed by several New Testament texts, including:

- Matthew 5:23–24
- Matthew 18:15–17
- Romans 12:18
- 1 Corinthians 6:1–8
- Galatians 6:1
- Ephesians 4:26–27
- Ephesians 4:31–32
- Colossians 3:12–13
- James 3:18

In this policy, the Board seeks to:

- Explain the difference between 'concerns' and 'complaints', including the Board's formal or informal involvement in resolving these matters
- Provide a basic framework within which all parties can express concerns or complaints to each other openly
- Outline steps that members of the School community should take to seek resolution of a concern or complaint
- Outline the process it will follow and the steps it will take when presented with a complaint.

Policy Statement

Middleton Grange School will act in accordance with conditions of any relevant employment contract(s) and applicable laws, and will follow the principles of natural justice. The School aims to deal with concerns and complaints fairly, efficiently, and consistently. Above all, our response will be based on and informed by key biblical texts and biblical principles. We will respect the God-given dignity of all parties as together we make every effort, as far as possible, to ensure that staff members, students, and students' families are safe and supported as concerns or complaints are resolved.

Definitions

NB: If a concern that is an action, situation or issue that is considered to be of a more serious nature, it will, be considered a complaint.

1. Concern

A 'concern' is a matter that causes worry or disquiet, and tends to relate to what happens in the classroom or in other relationships within the School. It is envisaged that, as far as possible, concerns will be dealt with between the individuals involved, and/or with informal support from other individuals. There is no formal Board involvement in a concern.

Complaint

A 'complaint' is an unresolved concern that the complainant wishes to have investigated and resolved, and which may require formal involvement from the Board and/or from Board appointees. A 'complaint' can also relate to an action, situation or issue that is alleged to be more misconduct in nature. Complaints of this nature should be directed immediately to the Principal or, if the complaint concerns the Principal, to the Board.

Guidelines

1. In line with the Bible's teaching, concerns are usually best raised directly with the person or people involved, where they have the best chance of being resolved promptly, constructively, and amicably. All parties are urged to listen carefully, take concerns seriously, and apply the New Testament's teaching to bring about repentance, forgiveness and reconciliation.
2. Where the Board becomes aware of a concern that has not yet risen to the level of a complaint, the Board may offer informal guidance or advice aimed to help resolve the concern.
3. When a concern is unresolved and is therefore directed to the Board as a complaint, the Board will establish and communicate a suitable time frame for dealing with the complaint. If the complaint concerns the Presiding Member direct it to the Deputy Presiding Member.
4. The Board will assess the circumstances of every complaint it receives and will consider it in good faith. The Board may determine that a complaint does not warrant formal investigation by the Board, and could take no further action or defer the matter back to the Principal to resolve.
5. Where the Board determines that a complaint warrants further action, it will determine the appropriate steps to be taken—including third parties to be involved, and steps through which the process may proceed—to help resolve the complaint. These steps will be communicated clearly and in writing to all parties involved
6. We acknowledge the close relationships that exist in a Christian School. Where these relationships become prohibitive to safely raising a concern or a complaint, this may be raised via the Board Secretary or the Proprietor.
7. Appropriate written records will be established and maintained throughout the process and will be filed once the complaint is resolved.
8. Any process initiated by the Board will be kept confidential. Any written records kept on file will be treated as confidential.
9. Appropriate professional development and resources will be made available to staff who deal with concerns and complaints.
10. The School or the Board may seek legal advice or involve an external agency or mediator to help resolve a complaint.
11. The areas of concern or complaint covered by this policy include but are not limited to:
 - Special character
 - Staff and Board member competence or conduct
 - Harassment
 - Student abuse
 - Spiritual abuse and bullying
 - Protected disclosures
 - Student learning
 - Student discipline
12. Financial costs of an investigation or legal process may transfer to the complainant. This would be communicated in writing to all parties in advance.

Communication of Policy and Guidelines

A range of brochures outlining this policy, and the basic application of this policy, will be provided to the school community at the start of each year. A separate brochure will be published for:

- Parents and caregivers (relevant also for other stakeholders)
- Students
- Staff

Other documents that support this policy

- Concerns or Complaints Procedure
- International College policy and procedures

Relevant legislation

- Education and Training Act 2020
- Health and Safety at Work Act 2015
- Employment Relations Act 2000
- Privacy Act 2020
- Area Schools Collective Agreement

MIDDLETON GRANGE SCHOOL BOARD	
Board copy of the Policy to be signed by the Board Presiding Member	
Name	
Position	Board Presiding Member
Signed on behalf and with the authority of the Board	
Date	February 2026
Next Review	February 2029