



SUNRISE
Christian School

Complaints and Grievances Policy

Students, parents, caregivers and members of the community

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V 1.0	ACS Policy Version	
V 2.0	Update of Appendix 2: Complaints and Grievance Flow Chart 2 – Parents and Caregivers; creation of Sunrise version and full policy review.	September 2026

Purpose

The purpose of this Policy is to provide a clear and consistent process for raising, responding to and resolving complaints and grievances relating to Sunrise Christian Schools.

Scope

This Policy applies to complaints and grievances raised by students, parents, caregivers and members of the community in relation to Sunrise Christian Schools.

Definitions

Principal/Director: The person appointed as the most senior leader of a School or Early Learning Centre (ELC), as applicable.

Sunrise/Sunrise Christian Schools: The community of schools and early learning centres, comprising the following entities:

- Sunrise Christian School Inc, including:
 - Sunrise Christian School Fullarton
 - Sunrise Christian School Marion
 - Sunrise Christian School Morphett Vale
 - Sunrise Christian School Naracoorte
 - Sunrise Christian School Paradise
- Sunrise Christian School Whyalla Inc
- Adelaide Christian Schools Early Learning Centres Inc operating under the Business name, Sunrise Christian School Early Learning Centres.

Complaints and Grievances

As with any community, Sunrise Christian Schools is not immune to misunderstandings, disagreements and even wrongdoing. We recognise that sometimes things go wrong and you may feel that your expectations are not being met.

If you have an unresolved issue or a complaint, please raise it. It is important to work together, talk, listen and find solutions so we can improve our services to the community.

When differences occur, the preferred pathway in solving them is by using the moral and spiritual guidelines given to us in God's Word, the Bible. We are to live and work together in harmony, giving preference to the other and showing love and consideration towards each other. The Bible commands those who have faith in God to "love one another", as demonstrated to us by Jesus (John 13:34-35).

The following information outlines the steps you can take if you have a grievance or complaint.

Definitions and Types of Grievances and Complaints

A **grievance** is a concern or issue raised by a student, parent, caregiver or member of the community about a situation, decision, action or behaviour associated with Sunrise Christian Schools.

A **complaint** is an expression of dissatisfaction about an action, decision, service, conduct, policy or practice of Sunrise Christian Schools that requires consideration and an appropriate response.

Complaints and grievances may be addressed informally where appropriate or through the formal complaints process, depending on the nature and seriousness of the matter.

You may choose to make a complaint or lodge a grievance if you believe that your school or early childhood service has:

- done something wrong
- failed to do something they should have done
- acted unfairly, unreasonably or inappropriately

Your grievance or complaint may be about:

- the type, level or quality of services
- the behaviour and decisions of staff
- the behaviour or actions of a student that impact you or your child
- a policy, procedure or practice
- a matter relating to health, safety or wellbeing

Complaints may relate to an action or requirement we must follow under state or federal law. In such cases, we will talk to you and help you understand the relevant requirements and why they apply.

Grievances between students, students and teachers, or staff and parents/caregivers are matters we endeavour to address proactively. Should such a grievance arise, please follow the appropriate procedure, as outlined in the relevant Complaints and Grievances Flow Chart (Appendices 1–3).

Lodging a Complaint or Grievance

- Concerns should be raised at the most appropriate level and, where possible, resolved through the process outlined in the relevant Complaints and Grievances Flow Chart (Appendices 1–3).
- Where a concern is not resolved, or where a student, parent, caregiver or member of the community prefers to lodge a formal complaint, this may be done using the official Complaints and Grievances Form: <https://sunrisechs.jotform.com/260428725678064>.
- The JotForm is the preferred method for submitting formal complaints, as it ensures all relevant information is captured and recorded.

Complaints will be handled fairly, impartially and in a timely manner. Information relating to a complaint will be treated confidentially and shared only with those who need it to manage the complaint, or when disclosure is required by law. Records of formal complaints, including actions taken and outcomes, will be documented and securely stored in accordance with Sunrise Christian Schools' record-keeping requirements.

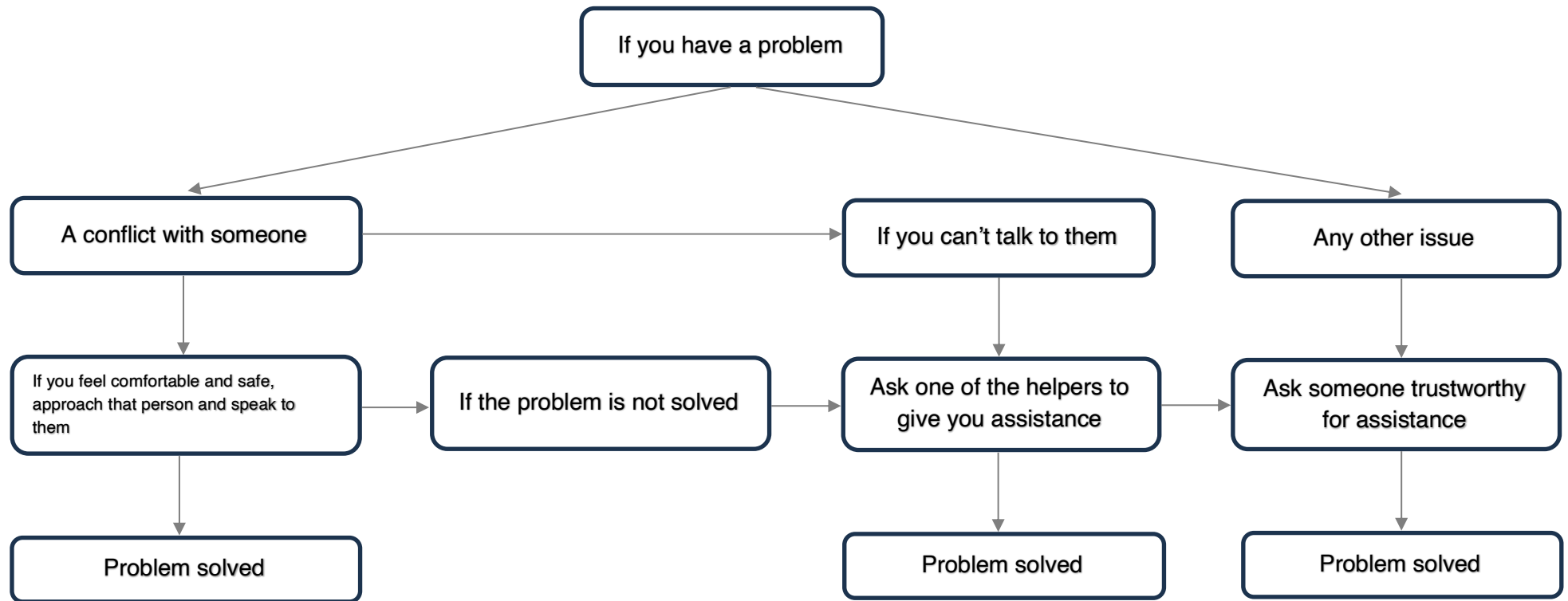
To achieve the best possible outcome for any grievance, our guidelines are:

1. Keep the matter confidential. Share the problem only with those who need to be involved in addressing or resolving the matter, establishing the principle of confidentiality. The Bible has much to say about those who gossip or malign others with their words. 'With his mouth the godless destroys his neighbour, but through knowledge the righteous escape' (Proverbs 11:9).
2. Keep the circle small. Where appropriate and safe to do so, seek to rectify the grievance with the person with whom that grievance occurred. Students should seek counsel from their teacher or another trusted staff member rather than take matters into their own hands. The first, and usually the only, step in solving a person-to-person problem is for one person involved to initiate a conversation that is straightforward yet lovingly and clearly presented. Most problems are solved at the two-person level, and the Bible encourages this (Matthew 18:15-17).
3. Be forgiving. Once the matter is resolved, we should forgive and restore the person who has offended us. The Bible encourages forgiveness and gentle restoration (Galatians 6:1). However, a one-on-one conversation may not always resolve the matter. If the matter remains unresolved, the next appropriate step should be followed.
4. Agree to share the matter with the relevant leader. If the parties involved have not been able to reach an agreement, it is appropriate for the matter to be referred to the relevant Coordinator or Principal/Director. An open and honest discussion with a third person, who hears both sides of the unresolved problem, will hopefully help reach an amicable solution. Sometimes the issue may need to be taken further, in which case it should then be communicated to the Principal/Director. Please see the relevant Complaints and Grievances Flow Chart (Appendices 1–3).

Please Note:

- Grievances between parents that are unrelated to Sunrise Christian Schools generally fall outside our responsibility. Where a matter impacts the Sunrise Christian Schools community, including the safety or wellbeing of students, children or staff, Sunrise Christian Schools may take appropriate action.
- If a parent has a grievance involving a student, the parent must not approach the student directly. The matter should be raised with the appropriate staff member and managed through the relevant Sunrise Christian Schools process.
- Not all grievances are formal. The Principal/Director will determine whether further action or escalation is required, subject to any applicable legal, regulatory or reporting requirements.
- 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 school. Complaints should generally be raised with the School in the first instance and managed in accordance with this Policy.

Appendix 1 - Complaints and Grievances Flow Chart – Secondary Students

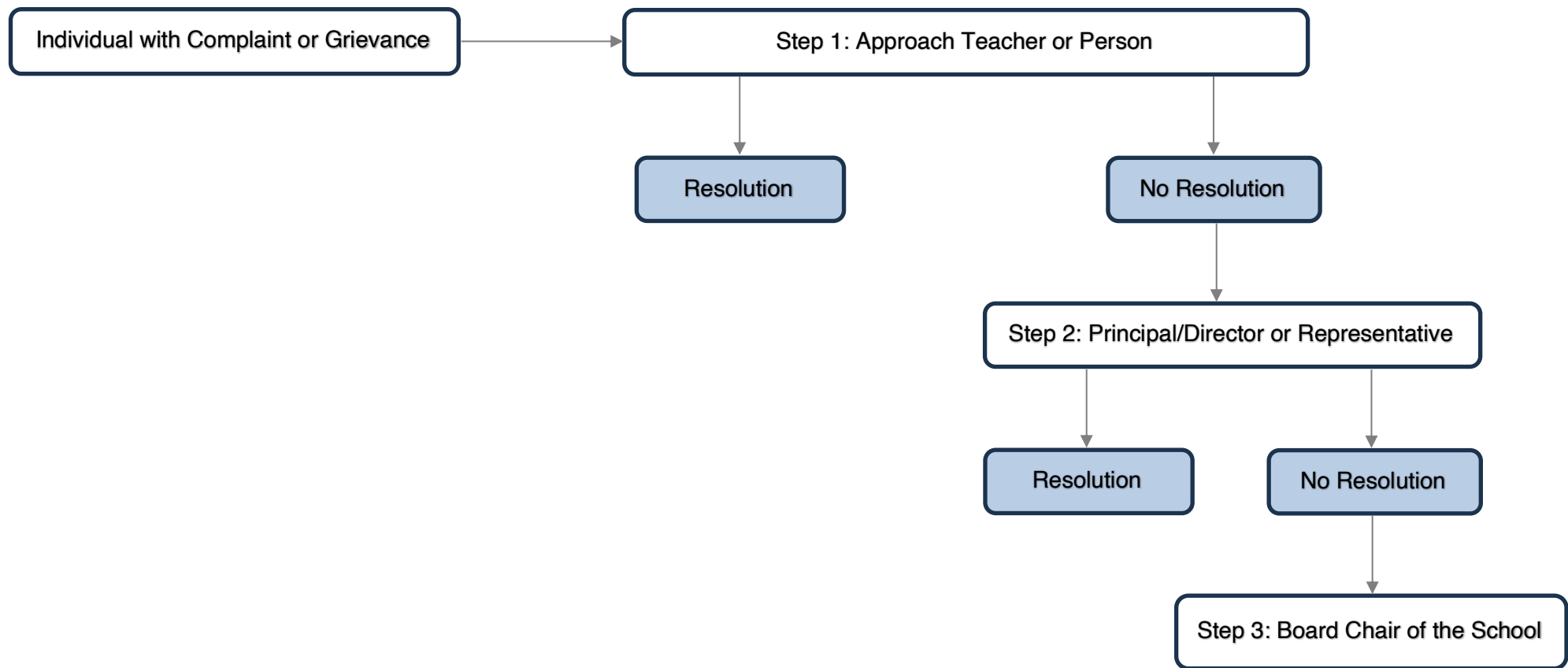


Trustworthy People

- A friend
- Your class teacher
- Your homeroom teacher
- Another teacher
- The chaplain
- A Coordinator
- An Office Manager
- The Principal/Director

Appendix 2: Complaints and Grievances Flow Chart – Parents, Caregivers and Community Members

Members of the Sunrise Christian Schools community are encouraged to follow the steps below when faced with a complaint, grievance or dispute.



Appendix 3: Complaints and Grievances Flow Chart – Early Learning and Junior Primary Students



EDUCATING HEARTS AND MINDS

Contact Information

Sunrise Christian School
Head Office
Level 2, 305
Goodwood Road
Kings Park, SA 5034

P: 08 8465 6000

E: info@sunrise.sa.edu.au

sunrise.sa.edu.au

