

**PURPOSE**

The purpose of this policy is to implement the provisions of the Lutheran Media Inc Constitution, which address discipline, suspension and expulsion of members, and disputes and mediation, as well as complaints from the public. The policy and Lutheran Media's Complaints Procedure enable Lutheran Media to provide an environment where complaints and concerns can be raised and addressed in a consistent and respectful manner.

**POLICY STATEMENT**

Lutheran Media is committed to providing a safe, fair, responsive, accessible and transparent environment in which complaints and concerns can be raised, addressed by means of a professional and effective process, and resolved appropriately. There is to be no fear of reprisal or unfair treatment for a complainant. All complaints are to be addressed impartially, in accordance with principles of natural justice.

**DEFINITIONS****Complainant**

A person who makes a complaint

**Complaint**

An expression of dissatisfaction with the behaviour of an employee, volunteer, or an Association member, or a group of such persons, where a response or resolution is explicitly or implicitly expected. Complaints may be expressed in the form of disclosures, reports or allegations.

**APPLICATION**

Employees, contractors, office-bearers and volunteers are responsible for complying with this policy and the procedure.

**RESPONSIBILITIES**

All Lutheran Media staff, volunteers, association members and Committee of Management members are responsible to

- Abide by the Complaints policy.

**REFERENCES**

[Associations Incorporation Act 1985 | South Australian Legislation](#)

Standards of Ethical Behaviour [www.lca.org.au/seb](http://www.lca.org.au/seb)

Complaints Procedure

**DOCUMENT CONTROLS**

Complaints Policy

Version	1.0
Document owner	LM Inc
Document manager	Public Officer
Approval date	22/07/2024
Review date	July 2027
Confidentiality level	Public