Lutheran Education Queensland 2016
Professional Learning And Networking Series

Complex Issues Resolution
Tuesday 26th and Wednesday 27th July 2016

Venue
P & F Centre,
St Peters Lutheran College
66 Harts Road, Indooroopilly
(Access via Lohe St)

Time
9:00 am – 4:00 pm
Registration from 8:30 am on
Tuesday 26th July

Cost
$230 per person
(Cost per person will reduce as
two numbers increase beyond 20)

Morning tea & lunch provided

Contact
Val Lycho
07 3512 7287

Registrations close Tuesday, 5th July 2016
(No late registrations accepted as printed material has to be ordered)

1. To register please go to www.leq.lutheran.edu.au and click Professional Development Events from near the bottom of the
left hand menu. Scroll down that page until you see the link for Complex Issues Resolution and then fill in all fields to
register for this event.

2. Payment for attendance will be facilitated through an invoice to your school after the event. Individual teachers registering
for events must first check that they will be reimbursed for PD attendance as LEQ will not be able to offer refunds to
individuals.

3. If you have any issues or questions, please contact Val Lycho 07 3512 7287 or compliance@leq.lutheran.edu.au

4. CANCELLATION AND REFUND POLICY.
No charge will be invoiced for cancellations received in writing / via email to Lutheran Education Queensland five (5)
working days before the date of the course. An invoice for 50% of the cost will be sent for cancellation received in writing /
via email from three (3) to five (5) working days before a course. Cancellation within three (3) working days will result in
your school being invoiced for the full amount.

This session is designed to explore the theoretical framework of what a quality complex issues resolution system should include. Discussions relevant to situations in LEQ schools will be encouraged. On the second day participants will work through a complaint scenario using the tools and
skills that are acquired. The two-day program should equip the participant with a robust knowledge and skill base to accommodate the majority of serious situations.

Audience
This two-day course is considered mandatory for senior administrators in the school and would be beneficial to middle managers. Those who have completed the pre-2012 version of the training would be seen as fulfilling the mandatory requirement, but it will be necessary for them to receive a briefing to update themselves in the requirements arising out of the enterprise bargaining process. Of course, if any other previous participant/s would like to refresh their skills they are more than welcome to attend. As a priority, those Principals, Deputies and Business Managers who have joined the LEQ “system” recently, as well as those who are engaged in serious complaint and/or investigation procedures and have not previously attended the training are strongly encouraged to attend this year’s session.

Programme:
This workshop is designed for those who manage or provide the primary response to complaints and consists of the following modules:

- Understanding the components of an effective complaint process, including receiving, assessing, responding to and finalising a complaint;
- Deciding on an appropriate response to a complaint through a thorough assessment process;
- Examining the various responses to a complaint;
- Interview skills;
- Managing Unreasonable Complainant Conduct;
- Reporting;
- Finalising a Complaint;
- Child Protection;
- Union / employer perspectives

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