

Introduction





Effective partnerships between parents/carers, students and our school are important to educational success. One part of that partnership is trust and openness. We need to be able to talk to each other when we have concerns, so that those issues can be resolved. From time to time you may have concerns or complaints relating to our school. It is important that you share these with us.

How to make a complaint





To make a complaint you should contact the school office to provide information regarding your concerns and identify who you should talk with to help resolve the issue. This may require an appointment to be made.

There are usually four phases in handling a complaint. In most cases these can all be worked through quickly in one process.



Phase 1 — Receive information about the complaint

-  Cooperate respectfully and understand that unreasonable conduct will not be tolerated, including abusive, aggressive or disrespectful behaviour
-  Provide a clear idea of the problem and the desired solution
-  Provide all relevant information when the complaint is made
-  Understand that some decisions cannot be overturned or changed under the framework approach




Phase 2 — Assess the information and resolve the matter

-  Information provided will be considered along with other relevant information collected from other sources
-  The information will be assessed and an outcome will be determined which will be aimed at resolving the matter
-  You need to be aware that the person who is being complained about usually has the right to be made aware of the complaint
-  Some matters must not be handled in our school, because they are so serious. They must be referred to the Department of Education Regional Office or perhaps the police

Phase 3 — Communicate the outcome

-  The decision will be communicated to the complainant as soon as is practicable
-  If there are any concerns raised about the decision the complainant will be listened to and any new information pertaining to the incident will be considered

Phase 4 — Closure of the complaint at the school level

-  The complaint will be closed if all parties are satisfied
-  If the complaint was not raised with the Principal then the complaint may be referred to the Principal for consideration
-  If after the Principal has addressed the complaint and it is not resolved to your satisfaction you may wish to take the matter to the Department of Education Regional Office where it will be addressed by the complaints management personnel

Referring a complaint to the Department of Education

North Coast Regional Office

Email: northcoastregion@qed.qld.gov.au

Phone: 07 4122 0888