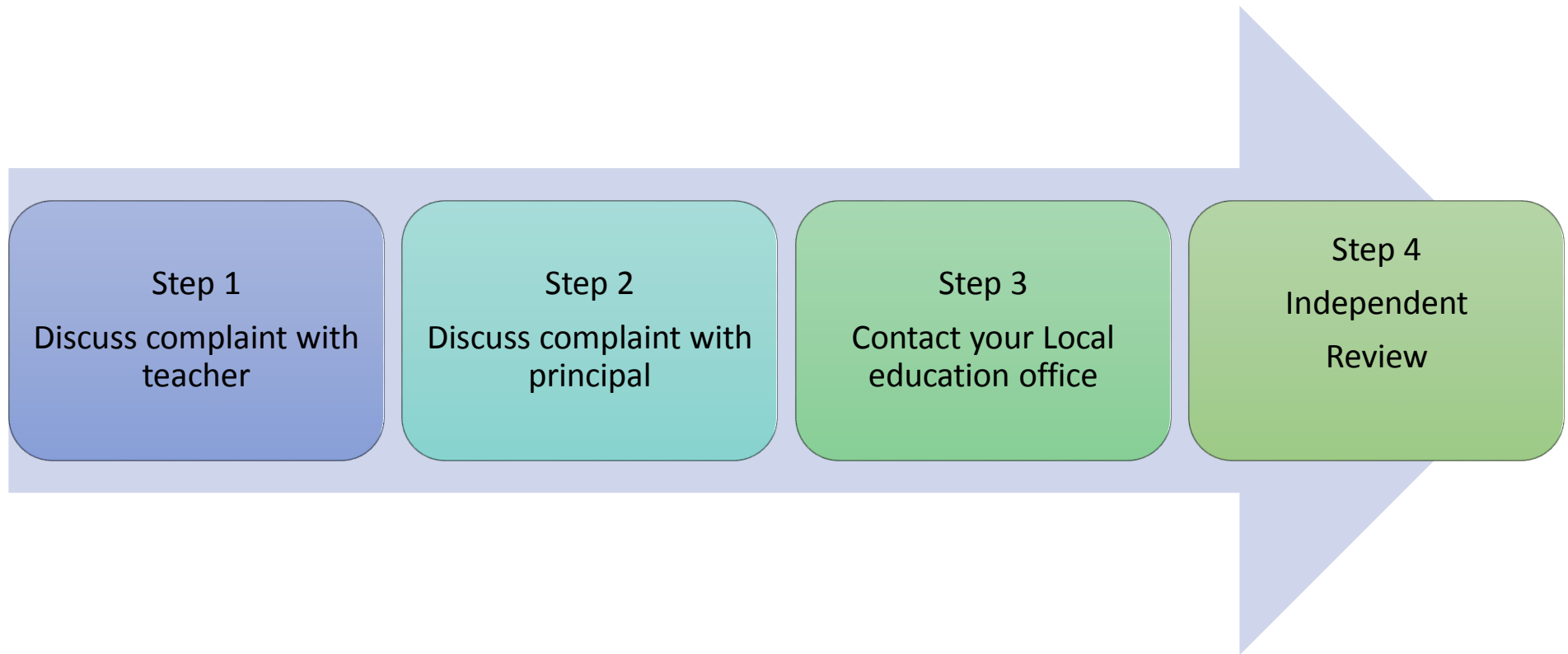


Complaints Procedure



Scottville State School



- All complaints are handled in a positive and open way
- Complaints are to be recorded and reported to the Principal as soon as possible after receiving the complaint.
- The complaint is not resolved at point of contact, the complaint must be acknowledged within 5 working days, by phone, in person, by email or in writing.

- **Complaints Management Procedure**

- Phase 1. Receiving and clarifying the complaint
- Phase 2. Deciding how to handle the complaint
- Phase 3. Finding out about the complaint
- Phase 4. Making a decision about the complaint
- Phase 5. Review

The record of the complaint:

- uses objective language clearly stating the facts
- contains information in chronological order as practically possible
- uses quotation marks, where appropriate and necessary
- is neatly and legibly written in biro/pen or in print in clear unambiguous language
- includes, where necessary, initialled and dated corrections
- includes signature, designation of the author, and time and date of the incident/complaint.

Phase 1. Receiving and clarifying the complaint

- All staff can receive a complaint.

All complaints are to be received in the following manner

- Respectful and helpful
- Give the person your undivided attention
- Not defensive ,apportioning blame
- Remain positive
- Not perceiving anger as a personal attack

When a Staff member receives a complaint

- Listen carefully
- Summarise the issues
- Empathise and acknowledge the complainant's feelings
- Find out what the complainant wants to happen
- Resolve the complaint if possible
- Advise complainant of the process
- Thank them for their complaint.

Many complaints can be resolved at point of contact. If the complaint relates to harm refer to **student protection**

Phase 2. Deciding how to handle the complaint

- Refer the complaint to the principal immediately

The principal decides whether to

- Take no further action
- Resolve the complaint
- Refer complaint to internal or external agency
- Initiates an investigation

The Principal ensures the complaint is recorded.

Phase 3. Finding out about the complaint

The principal and or delegate gather necessary facts keeping in mind the principles of natural justice.

By

- Collecting and analysing relevant information
- Working collaboratively with others
- Finding facts
- Identifying contributing factors
- Consulting with DET procedure
- Documenting the investigation and outcome

Phase 4. Making a decision about the complaint

Based on the facts gathered in phase 3 the Principal or delegate makes a decision on the complaint

- Principal must notify the complainant of the decision in 28 days
- Principal provides complainant with a written response or notification that complaint has been referred to internal or external agency.

Phase 5. Review

- If the complainant is not satisfied with the response, they are encouraged to discuss the issue further with the Principal and or principal advisor, the executive director, schools at Regional office.

Getting the best for your child: Raising a concern

Making a Complaint

During your children's school years, you may have cause to make a complaint about an issue with their education. Department of Education, Training and Employment is committed to ensuring that all complaints are dealt with in a fair and equitable manner. There are processes and support structures in place to enable parents and students to work through any issues they may have.

When making a complaint, it is in the best interest of complaint resolution to ensure that you:

- Provide complete and factual information in a timely manner
- Deliver your complaint in a non-threatening and non-abusive manner
- Not make frivolous or vexatious complaints or include deliberately false or misleading information

You should be aware that if you are making a complaint about a staff member, that in most instances the staff member will be told of the complaint and offered the right of reply. You also have the right to have a support person participate throughout the process. If your complaint relates to suspected official misconduct or criminal activity then you should make your complaint directly to the Crime and Misconduct Commission (www.cmc.qld.gov.au) or the Queensland Police Service (www.police.qld.gov.au)

The following six (6) step procedure may assist parents and school staff reach an outcome that is in the best interests of the student.

1. Discuss your complaint with the class teacher

If your complaint is with child's teacher or relates to an issue concerning your child's experience at school, make an appointment with that teacher as soon as possible through the school administration. Share the information you have about the problem with the teacher. Give the teacher an opportunity to tell you all s/he knows about the incident or problem. Together, both parent and teacher, should then take steps to resolve the problem at this level. The teacher may make a record of the complaint and any outcomes and alert the school Principal or member of the school Leadership Team.

2. Discuss your complaint with the school Behaviour Support Teacher or ask for assistance by participating in informal conflict resolution

Where the teacher has been approached as above but the issue remains unresolved, make an appointment with the Behaviour Support Teacher to discuss the issue further. Alternatively, you and the teacher may agree to ask the Behaviour Support Teacher to act as a go between in informal conflict resolution in an attempt to resolve the problem. If your complaint is related to the school more generally including issues of school policy you should raise your complaint directly with the Principal or his/her delegate.

3. Discuss your complaint with the Principal

Your final point of contact for any concern within the school is the Principal. Complaints maybe lodged in person, by

telephone, writing or email. The person who you are making a complaint against will get a copy of your complaint and be offered the opportunity to reply. Wherever possible the Principal will work with the adults involved to seek a satisfactory outcome.

4. Contact Regional Office

If you have discussed the issue with the Principal and still feel that your complaint has not been addressed satisfactorily, you have the right to contact the Assistant Regional Director who is the Principal's supervisor. Complaints may be lodged by telephone or in writing. Complaints should be specific in detail, and outline the steps taken to date to resolve the issue. Remember to date the letter, give your full name and address and sign it. The Regional Office will make a record of your complaint. Anonymous complaints will only be acted upon if enough information is provided to allow for follow up with the Principal. Addresses and telephone numbers of Regional Offices are listed under school directory at www.education.qld.gov.au/schools/directory When you contact the Regional Office you will be advised that your name and nature of your issue will be reported back to the Principal of your school. Regional Office staff will assist in seeking resolution to the issue.

5. Complaint still not resolved?

If you still feel that your issue has not been resolved, you have a further right to make a complaint to the central office of Department of Education, Training and Employment. Parents may choose to progress their complaint in writing to the Deputy Director-General. The Office will seek to assist with the resolution of your complaint through referral:

- To the Executive Director School Improvement for further action or
- To another departmental unit for appropriate action.

6. Independent Review

If, as a complainant you feel that your issue has not been resolved through these formal processes the Queensland Ombudsman provides an avenue for an independent review of the Department's decision.

The Ombudsman may be contacted at:

Office of the Ombudsman, GPO Box 3314, Brisbane, Qld 4001

Tel (07) 3005 7000 or Toll Free 1800 068 908 or fax (07) 3005 7067

A role for Parents and Citizens' Associations (P & Cs)

It is understandable that parents/carers may sometimes feel overwhelmed when approaching a school or the department with a complaint. While the Queensland Council of Parents and Citizens' Associations Inc (QCPCA) does not advocate on behalf of individual parents or carers, individuals can request their own P & C to provide support in these circumstances. The P & C can in turn seek assistance from the QCPCA to provide guidance in resolving the complaint. Complaints about services that are run or managed by the P & C, for example the tuckshop, should be directed to the P & C in the first instance.

DEPARTMENT OF EDUCATION AND TRAINING

Making a complaint

Information for parents and carers

clever • skilled • creative

The Education Queensland 'Making a Complaint' information for parents is available from the link below

<http://education.qld.gov.au/parents/making-a-complaint.html>

Recording a verbal complaint template link below

<https://team.oneportal.deta.qld.gov.au/sites/Scottville%20State%20School/default.aspx>

Student Protection

<https://oneportal.deta.qld.gov.au/students/studentprotection>