



Coomera Springs State School Policies and Procedures

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.

Education Queensland 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 your 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 Deputy Principal or Principal.

2. Discuss your complaint with the Deputy Principal 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 school Deputy Principal to discuss the issue further. Alternatively, you and the teacher may agree to ask the Deputy 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 Deputy Principal or Principal or his/her delegate. For example, the principal may refer your complaint to a Deputy Principal or Business Services Manager. The staff member will work with you to resolve the issue and may make a record of your complaint. Complaints to the Deputy Principal or Principal may be lodged in person, by telephone, writing or email.



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3. Discuss your complaint with the Principal

Your final point of contact for any concern within the school is the Principal. Complaints may be 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 Education Queensland 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 Principals 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 the heading Education Queensland in the White Pages of your local telephone directory and are also available through the "Schools directory" at www.education.qld.gov.au/schools/directory When you contact the Regional Office you will be advised that your name and the 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 Education Queensland. Parents may choose to progress their complaint in writing to the Deputy Director-General Education Queensland. The Office of Education Queensland 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.

The Office of Education Queensland can be contacted at:

Education Queensland, PO Box 15033, CITY EAST, Qld 4002

Tel (07) 3237 0618 or fax (07) 3221 4953.

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

Email: ombudsman@ombudsman.qld.gov.au

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 at your school, for example, after school care or the canteen, should be directed to the P&C in the first instance.

Coomera Springs State School

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