



# CROWS NEST STATE SCHOOL

## Complaints Management Policy



### Do you have a concern?

At Crows Nest State School we value a strong partnership between school and parents. **We believe that open and honest communication is necessary for continued school improvement and successful partnerships.**

People often communicate their satisfaction with the school as recognition or praise, about an aspect of teaching and learning at Crows Nest State School. Acknowledging positive aspects of our school operations is important in valuing good practice. At other times communication may be about a concern that needs to be raised or a complaint made about an issue or incident.

At times, you may feel that things are not going too well, be upset over a recent major incident or be increasingly concerned about an issue that does not seem to be getting any better. You are not making trouble by expressing your concerns. At Crows Nest we endeavour to look at any issue in a problem-solving way and invite you to work with us in solving any issue that concerns you.

Crows Nest State School 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/carers, staff and students to work through any issues they may have with the School.

#### **Concerns....**

Parents verbally express concern about an issue or incident and a mutual verbal resolution is often reached. No further action is required. If needed, the teacher or principal makes an anecdotal note recording the outcome of the discussion. If a mutual resolution is not forthcoming parents may wish to then make a formal complaint.

#### **Complaints....**

If parents verbally express their concern about a serious incident that requires further investigation and action or a previous issue has not been resolved to the complainant's satisfaction.

The complainant will be invited to make a written complaint or to sign a written account of the formal complaint. If possible a resolution to the complaint will be sought at this stage, if all parties are satisfied with the action and resolution; no further steps will be required.

If not resolved, then further investigation will be undertaken by the principal and a written response will be sent to the complainant explaining the decision and reasons for making the decision OR the complainant will be notified that the complaint has been referred to an external agency.

#### **Complaint Management Process....**

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; and
- do not make frivolous or vexatious complaints or include deliberately false or misleading information.



# CROWS NEST STATE SCHOOL

## Complaints Management Policy



### **If you have a Serious Issue....**

If your complaint relates to suspected official misconduct or criminal activity then you should make your complaint directly to the Crime and Misconduct Commission or the Queensland Police Service.

If the complaint is in relation to official misconduct, student protection, staff grievances or a perceived breach of privacy, the complaint is directed to the Workforce Standards and Performance Unit and the Legal Services Branch

### **Please note....**

You should be aware that if you are making a complaint about a staff member, 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

### **After working with the Principal you can talk with District Office....**

If you have discussed the issue with the Principal and still feel that your complaint has not been addressed, you that the right to contact the Executive Director (Schools) who is the supervisor of the Principal and oversees activities of schools in that particular education district of Queensland.

Complaints can be lodged by telephone or writing. Complaints should be specific in nature and outline steps taken to try to resolve the issue at the school. Remember to date your letter, give your full name and address and sign it. The district office will make a record of the complaint.

Anonymous complaints will only be acted upon if enough information is provided to allow for follow up with the Principal.

Toowoomba District Office: 4616 9111

### **Still not resolved?**

If, as a parent/carer you feel that your issue has not been resolved through the district office process, you have a right to make a complaint to the central office of Education Queensland.

Parents/carers may choose to progress their complaint in writing to the Deputy-Director General Education Queensland. The Office of Education Queensland will seek to assist the resolution of your complaint through referral to:

- the Executive Director (Schools) for further action or
- to another department 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



# CROWS NEST STATE SCHOOL

## Complaints Management Policy



### **What can the P&C do?**

It is understandable that parents/carers may sometimes feel overwhelmed when approaching a school or the department with a complaint. The QCPCA does not advocate on behalf of individuals 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 QCPCA to provide guidance in resolving the complaint.

Complaints about services that are run or managed by the P&C such as the canteen, text book hire, RAMS or uniform shop should be directed to the P&C in the first instance.

### **Final opportunities....**

You can also contact the Office of the Ombudsman for independent review of the department's decision.

GPO Box 3314, Brisbane, Qld 4001

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