



ROCHEDALE STATE SCHOOL

Complaints Policy



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Aim

At Rochedale State School, we have always enjoyed strong partnerships with our families based on mutual trust as we work together in the best interest of children. However, during the course of your child's school years, you may have cause to make a complaint about an issue or concern you have with their education. The following procedure is in place to assist parents/carers and school staff to reach a satisfactory outcome for the benefit of our students.

We encourage our students to take an Inquiry approach to their learning and as adults we are able to model this approach during times of difference. In our experience, when we engage in open and respectful communication to try to find more about an issue or another's perspective most difficulties are able to be resolved.

Complaints Process

Parent Complaint Process

To achieve an effective resolution for all parties, when making your complaint, you should ensure you:

- provide complete and factual information in a timely manner
- deliver your complaint in a calm and reasoned manner
- avoid making frivolous or vexatious complaints or using deliberately false or misleading information
- be respectful and understand that unreasonable conduct will not be tolerated by school, regional or departmental staff.

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.

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. Discuss your complaint with the teacher and give the teacher an opportunity to suggest a solution. The teacher will make a record of your conversation and report your meeting and any outcomes to the Deputy Principal. Together, both you and your child's teacher should be able to resolve the problem at this level.

2. Discuss your complaint with the Principal or Deputy Principal

If after approaching your child's teacher your complaint remains unresolved, make an appointment to see the sector Deputy Principal to discuss the issue further. Alternatively, you and the teacher may agree to ask the Principal or Deputy Principal to act as a go between in informal conflict resolution in an attempt to resolve the problem.

If your complaint relates to more general school matters, including issues of school policy and issues of compliance or non-compliance, you should raise your complaint directly with the Principal or the Deputy Principal. The staff member will make a record of your complaint and work with you to come to a resolution.

Complaints to the Principal may be lodged in person, by telephone, writing or via email.

Some matters need to be handled in a different way to school matters and will be referred to other areas in the department. These include:

- Issues about harm, or risk of harm, to a student attending a state school, which must be dealt with under the [Student protection procedure](#).
- Complaints such as employee misconduct; public interest disclosures; allegations of corrupt conduct; or about certain decisions made under legislation.

Who else will know about my complaint?

Your complaint will be kept confidential to the parties involved, that is you and the respondent(s), as well as the member(s) of the leadership team managing the complaint. This applies from the time you contact us right through the conciliation process. It is best that you don't talk about your complaint to anyone that does not need to know. We also ask staff and students you have complained about not to talk to other parties. This gives both sides a better chance of resolving the issue to a workable conclusion.

For information privacy reasons, the school and department are unable to provide you with information about other people involved in your complaint.

What happens when you lodge a complaint?

The school will respond within 48 hours indicating that an investigation has been instigated.

Department of Education Customer Complaints

For information about how the Department of Education manages customer complaints you should refer to the [Customer Complaints Management Framework](#), [policy](#) and [procedure](#) and [Internal review procedure](#) to see how they deal with customer complaints about state schools.

The role of Parents and Citizens' Associations (P&Cs)

Complaints about services that are run or managed by the P&C Association should be directed to the P&C Association in the first instance.

Applicable Legislation

- *Public Service Act 2008* (Qld) Section 219A
- *Crime and Corruption Act 2001* (Qld)
- *Public Interest Disclosure Act 2010* (Qld)
- *Education (General Provisions) Act 2006* (Qld)
- *Education and Care Services Act 2013* (Qld)