



## COMPLAINTS POLICY AND PROCESS

During the course of your children's school years, you may have cause to make a complaint about an issue with your child's 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 issue they may have with Education Queensland provision.

Our aim with all complaints is to find resolution, therefore, when making a complaint, please ensure that you:

- Provide complete and factual information in a timely manner
- Deliver your complaint in a non-threatening and non-abusive manner; and
- 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.

The following 7 step procedure may assist parents/carers, and support staff to reach an outcome that is in the best interests of the student.

**1a. Class Related – Discuss your complaint with the Class Teacher**

**1b. Welfare Related – Discuss your complaint with the Dean of Students**

**1c. Subject Related – Discuss your complaint with the Class Teacher/Head of Department**

If your complaint is with your child's teacher and relates to an issue concerning your child's experience at school, make an appointment to discuss your complaint with the teacher as soon as possible, through the school administration and give the teacher an opportunity to suggest a solution. Share the information you have about the problem. Together, both parent/carer and teacher should then take steps to resolve the problem at this level. The teacher will make an electronic record of the complaint and outcome.

Should your complaint relate to non-teaching staff, the matter should be directed to the Business Services Manager.

**2. Discuss your complaint with the HOD or ask the HOD to assist by participating in the informal conflict resolution.**

Where the teacher has been approached as above, but the issue remains unresolved, make an appointment with the subject HOD.

**3. Discuss your complaint with the DP or ask the DP to assist by participating in the informal conflict resolution.**

Where the teacher/Head of Department/Dean has been approached as above, but the issue remains unresolved, make an appointment with the DP to discuss the issue further. Alternatively, you and the teacher/Head of Department/Dean may agree to ask the DP to act as a go-between in the 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 or its compliance or non-

compliance you should raise your complaint directly with the DP or his/her delegate.

For example, the DP may refer your complaint to a Dean/Head of Department or Business Services Manager. The staff member will make an electronic record of your complaint and work with you to resolve the issue.

Complaints to the DP may be lodged in person, by telephone, in writing or via electronic format through [office@southportshs.eq.edu.au](mailto:office@southportshs.eq.edu.au)

**4. Discuss your complaint with the Director** if your complaint involves the DP, is so severe as to warrant the immediate attention of the Director or your previous issue remains unresolved.

Complaints to the Director may be lodged by telephone, in writing or an email to

[principal@southportshs.eq.edu.au](mailto:principal@southportshs.eq.edu.au)

**5. Discuss your complaint with the Principal** if your complaint involves the Director, is so severe as to warrant the immediate attention of the Principal or your previous issue remains unresolved.

Complaints to the Principal may be lodged by telephone, in writing or an email to

[principal@southportshs.eq.edu.au](mailto:principal@southportshs.eq.edu.au)

**6. Contact Regional Office**

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

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, 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.

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. Staff at the regional office will assist in seeking resolution of the issue. Contact details are as follows:

Mr John Norfolk  
Regional Director  
Department of Education  
PO Box 492, Oxenford, Qld, 4210  
Phone: 5656 6688

**7. Independent Review**

If you have not been able to resolve your complaint through these formal processes you can lodge your complaint with the Queensland Ombudsman. The Ombudsman may be contacted at:

**Office of the Ombudsman**

GPO Box 3314, Brisbane, Qld, 4001

Website: <https://www.ombudsman.qld.gov.au/>

Telephone: 07 3005 7000; Toll Free: 1800 068 908

Fax: 07 3005 7067