



# Managing Complaints Policy

*Responding to complaints helps us improve*

## Step 1: Early Resolution – Resolve issues early and with the staff member involved

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

- **Book an appointment** – Making time to discuss not only the concerns but also the plans to resolve matters needs time. Providing the topics for discussion prior allows staff to be informed and prepared to resolve matters faster and more effectively for you. Emails, letters and quick drop ins to a classroom are not always the best way to communicate to get the best outcome.
- **Seek to understand all sides of an issue** – Assume that it is most likely that parents/carers and staff all believe that they act with integrity and in the best interests of children. Ask how, why or if decisions or actions have occurred first before making allegations.
- **Provide complete and factual information** – Make your complaint calmly, reasonably and in a timely manner. State the facts with dates and times, avoid making generalisations, using opinions or making frivolous, misleading or vexatious statements.
- **Make a plan together** – Discuss options and plans before deciding what needs to happen. Together we should be able to resolve most matters at this level. Agree and commit to follow up meetings or follow up actions as required.

## Step 2a: Internal School Review – Meet together with the appropriate manager

- **Contact the Executive Services Officer** – If after meeting with your child's teacher or the staff member involved, your complaint remains unresolved, then contact the Executive Services Officer (ESO) on 4092 8100 to make an appointment to see the staff member's Line Manager (e.g. Deputy Principal) to discuss the issue further.
- **School Policy/Decision Complaints** – If your complaint relates to general school policy matters, your complaint will be directed to the Principal or their appropriate delegate for review. Further meetings or information may be requested. At the resolution of most reviewed matters, a response will be provided by the school in writing, outlining: the review outcome, reasons/considerations and actions moving forward.
- **A record of your complaint will be taken** – Complaints to the Principal or a manager may be lodged in person, by telephone or in writing via a letter or email. The Principal's Executive or manager will make a record of your complaint and work with you to come to a resolution. If you are making a complaint against a staff member, then in most cases the staff member will be told of the complaint and offered the right of reply.

## Step 2b: Internal Department Review

- **Contact our local Department of Education Office** – If you have discussed your complaint with the school and you still feel that you have not reached a resolution, you have the right to have the matter reviewed by the FNQ Regional Office or the Department of Education. The Region has a complaints team who will work with you, to support you to review/resolve the matter. The school's office will provide you with contact details.

## Step 3: Request External Review

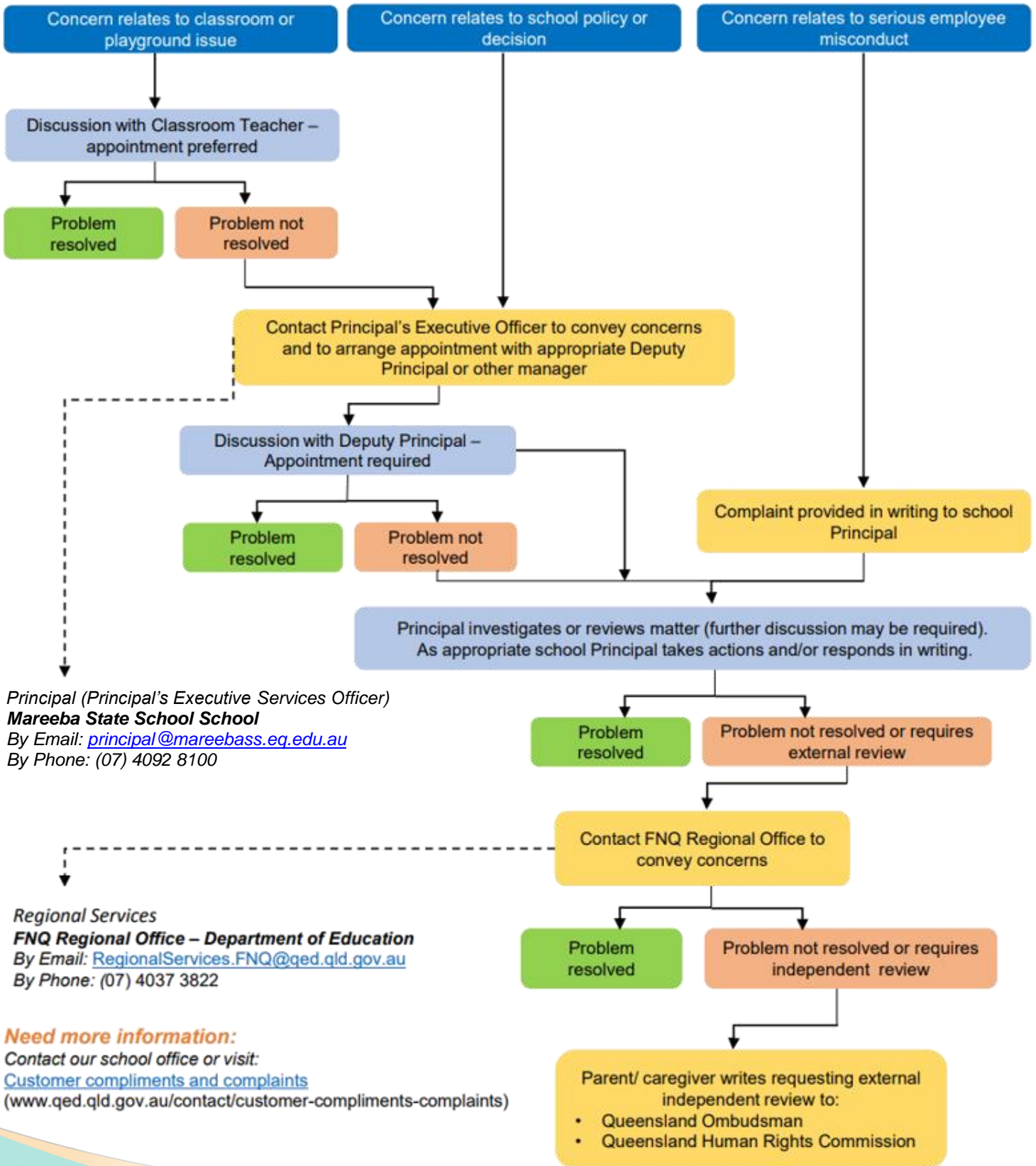
- **Independent Review** – If you have still not been able to resolve your complaint through the above processes, you can then lodge your complaint with the QLD Ombudsman.

Please remember your children & the performance of our school are important to us too!



Please refer to the DoE's Parent & Community Code of Conduct & MSS Student Code of Conduce in alignment with this policy

**Parent/ caregiver has a concern or a complaint**



Principal (Principal's Executive Services Officer)  
**Mareeba State School School**  
 By Email: [principal@mareebass.eq.edu.au](mailto:principal@mareebass.eq.edu.au)  
 By Phone: (07) 4092 8100

Regional Services  
**FNQ Regional Office – Department of Education**  
 By Email: [RegionalServices.FNQ@qed.qld.gov.au](mailto:RegionalServices.FNQ@qed.qld.gov.au)  
 By Phone: (07) 4037 3822

**Need more information:**  
 Contact our school office or visit:  
[Customer compliments and complaints](http://www.qed.qld.gov.au/contact/customer-compliments-complaints)  
 (www.qed.qld.gov.au/contact/customer-compliments-complaints)

- Parent/ caregiver writes requesting external independent review to:
- Queensland Ombudsman
  - Queensland Human Rights Commission