

Putting Things Right

PHASE 2 - DECIDING HOW TO HANDLE THE MATTER

Some matters must not be handled in our school, because they are so serious. They must be referred to Education Queensland's central office, district office or perhaps the police.

Other matters will need further investigation. In this phase a decision will be made about how a complaint will be handled.

PHASE 3 - FINDING OUT ABOUT THE MATTER

In this phase he or she handling the complaint will try to find out all about your concern. He or she will try to understand the context and causes.

You should help by providing all the information you can.

He or she may need to talk to people to get a complete picture. As he or she do this he or she may begin to explore options to resolve the matter.

You can help he or she by focusing on a positive resolution of the matter. Your information will be treated confidentially (but where the matter must be investigated by an external agency it will need to be passed on to it).

You need to be aware that the person who is being complained about usually has the right to be made aware of the complaint.

PHASE 4 - RESOLUTION

He or she who is handling your complaint will use the facts that have been gathered to make a decision that is fair to all.

He or she will work to put things right for you and would appreciate your help to do this. He or she wants to make sure that you accept the resolution.

OUR COMMITMENT

We are committed to dealing positively with your concern. It helps us to learn how we can do things better for you.

We will try to make sure that your complaint is resolved quickly. Sometimes a complex matter will take time. But we will always make sure you understand what we are doing and why.



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**Our Commitment to Positive
Complaints Management**

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INTRODUCTION

Effective partnerships between parents, students and our school are important to educational success.

One part of that partnership is trust and openness. We need to be able to talk to each other when we have concerns, so that those issues can be worked out.

From time to time you may have concerns or complaints relating to our school.

It is important that you share these with us.

Perhaps we haven't explained something very well. We need to know so that we can put things right.

Perhaps you don't agree with a decision. We need to talk the issues through.

As a result, you could gain a better understanding of why we made that decision. Or we may need to reconsider our decision. Your contribution can help us improve.

HOW TO MAKE A COMPLAINT

We want to hear your concerns. We aim to provide a service that can be improved through your feedback.

You can raise an issue with any member of our staff. Contact the school to make an appointment to see the relevant person. Issues you think are serious should be raised with the administration.

Our staff are encouraged to deal positively and sincerely with your concerns.

They will listen. They will ask questions to make sure they understand. They may take notes to help in following up your concern.

They will help you to take your complaint to the right place.

If you wish to bring a friend or if you want help or support, such as an interpreter, we will be happy to help.

A full list of staff and their responsibilities is set out on the school website.

WHAT CAN YOU EXPECT

There are usually four phases in handling a complaint. In most cases these can all be worked through quickly in one process.

PHASE 1 - RECEPTION

Try to state your concern calmly, clearly and courteously. Being aggressive will not help resolve this issue.

He or she will listen to your concern and make sure he or she understand it.

The teacher/administrator will summarise the main points. He or she will usually explain the school policy or procedure on the issue.

He or she will work out an action plan with you: what he or she will do, what you should do, what your child should do and when you will talk again.

He or she may deal with the complaint or refer it to another person.

In many cases he or she should be able to resolve your concern straight away.