

# Boondall State School

## Making a Complaint / Raising an Issue

### Information for parents and carers



#### Purpose:

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.

Boondall State School is committed to ensuring that all complaints are dealt with in a fair and equitable manner. There are processes and support networks in place to enable you and your child to work through any issues or concerns you may have.

#### Key information on complaints / issues' management 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/issue in a calm and reasoned manner**
- **Avoid making frivolous or vexatious complaints**
- **Do not provide 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 support person participate throughout the process.

If your complaint/issues relates to more general school matters including; school policy and issues of compliance or non-compliance or staff conduct you should **raise your complaint directly with the Principal or their delegate.**

#### Steps in the process

1

#### **1. DISCUSS YOUR COMPLAINT/ ISSUE WITH THE CLASS TEACHER**

If your complaint /issue is concerning your child's experience at school, **make an appointment** with the class teacher to discuss.

At the appointment, discuss your complaint with the teacher and give the teacher an opportunity to suggest a solution. The teacher will make a record of your complaint and report your meeting and any outcomes to the school principal.

**NOTE: If the complaint/issues involves concerns regarding staff performance or if the complaint/issue is of a complex nature the teacher may refer you directly to the principal or delegate for resolution.**

2

#### **2. DISCUSS YOUR COMPLAINT/ISSUE WITH THE SCHOOL PRINCIPAL**

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

Complaints/Issues may be lodged in person (at an agreed appointment time), by phone, writing or via email. It should be noted that complaints/issues received outside an appointment time may take 24-48 hours for a considered response.

3

#### **3. CONTACT YOUR LOCAL EDUCATION OFFICE**

If you have discussed your complaint with the principal and still feel that you have not reached a resolution, you have the right to contact your local Department of Education and Training office [regional office](#)

Complaints may be lodged by telephone or in writing. Your complaint should be specific in detail and outline the steps you have taken to resolve the issue. Ensure your complaint includes your full name and address and that you have signed and dated it. It is also a good idea to keep a copy for your own records.

When you contact your local education office a record will be made of your complaint. You will also be advised that your name and the nature of your complaint will be reported back to the principal of your school. Local office staff will then work with you and your school to seek a resolution.

4

#### **4. INDEPENDENT REVIEW**

If you have not been able to resolve your complaint/issue 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

**Phone** – 07- 3005 7000 or 1800 068 908

**Fax** – 07-3005 7067

P and C

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

Complaints about services that are run or managed by the P&C at your school, for example, after school care or the tuckshop, should be directed to the P and C in the first instance