



LOTA STATE SCHOOL

Happy-Safe-Learning

Guidelines for Complaints Management

DEPARTMENT OF EDUCATION AND TRAINING

Making a complaint

Information for parents and carers

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 department of Education and Training 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.

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.

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 four-step procedure is in place to assist parents/carers and school staff to reach an outcome that is in the best interest of the student.

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 through the school administration. 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. Together, both you and your child's teacher should be able to resolve the problem at this level.

2. Discuss your complaint with the School Leadership Team

If after approaching your child's teacher your complaint remains unresolved, make an appointment to see a member of the school leadership team to discuss the issue further. If your complaint relates to more general school matters, including issues of school policy and issues of compliance or noncompliance, you should raise your complaint directly with the Principal. The principal may refer your complaint to a delegate such as the Head of Curriculum, Head of Inclusion or Business Manager. The staff member will make a record of your complaint and work with you to come to a resolution.

3. Discuss complaint with the Principal

Complaints to the Principal may be lodged in person, by telephone, writing or via email to theprincipal@lotass.eq.edu.au



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4. 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.

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.

Anonymous complaints will only be acted on if enough information has been provided to allow for follow-up with the relevant school principal.

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 to seek a resolution.

Addresses and telephone numbers for the Department of Education and Training offices are listed in the White Pages of your local telephone directory and are also available through the Schools Directory at www.education.qld.gov.au/directory

5. 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
Email: ombudsman@ombudsman.qld.gov.au
Telephone (07) 3005 7000 or
Toll Free 1800 068 908
Fax (07) 3005 7067

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

It is understandable that parents or carers may sometimes feel overwhelmed when approaching a school or the department with a complaint. While the Queensland Council of Parents and Citizens' Associations Inc (QCPCA) does not advocate on behalf of individual parents or carers, individuals can request their own P&C to provide support in these circumstances. The P&C can in turn seek assistance from QCPCA to provide guidance in resolving the complaint.

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