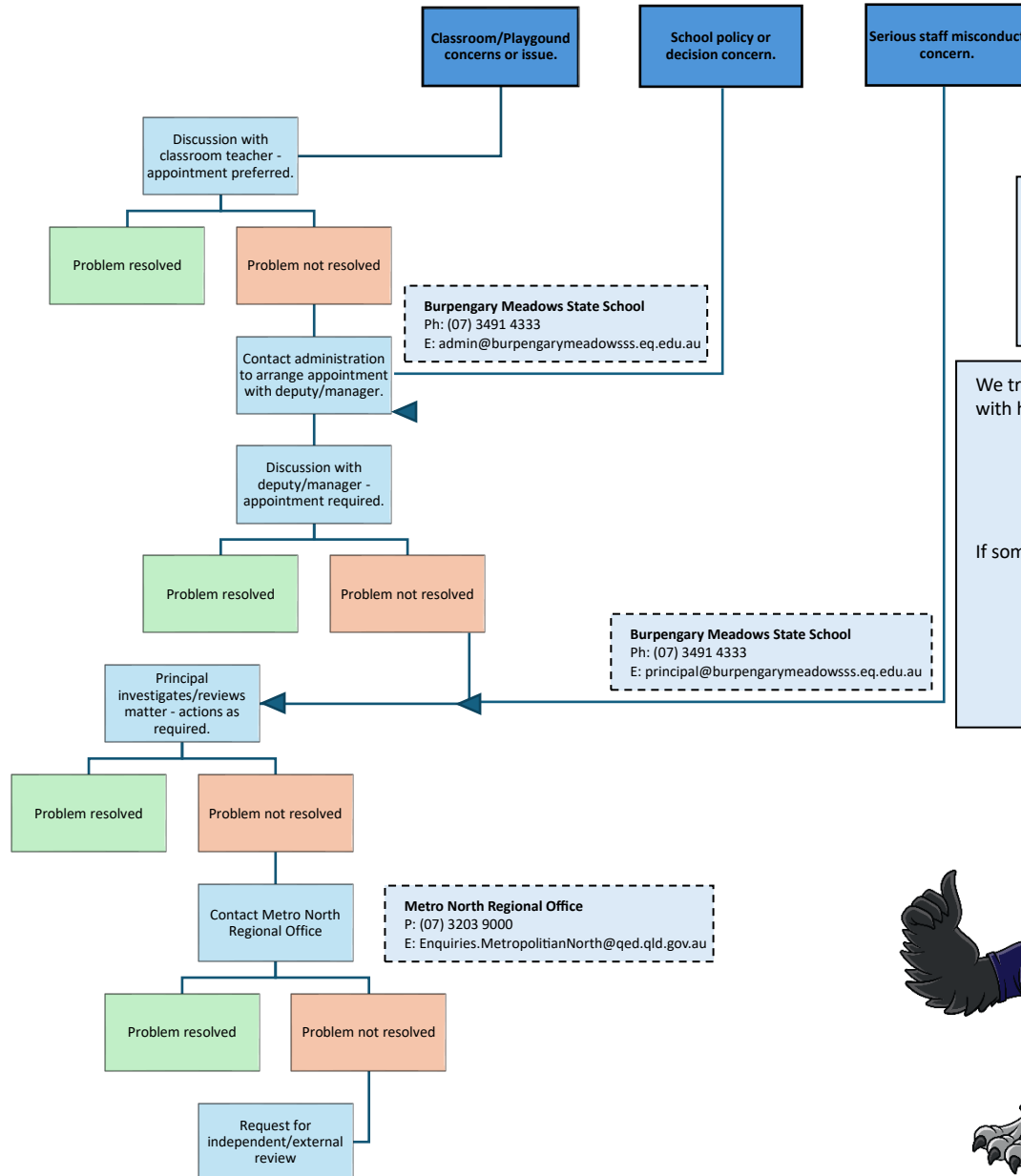


Managing Complaints Policy

Responding to complaints helps us improve

Step 1: Early Resolution – Resolve issues early and with the appropriate staff member.	Step 2A: Internal School Review – Meet together with the appropriate manager.	Step 2B: Internal Department Review	Step 3: Request External Review
<p>Book an appointment - Discussing concerns and appropriately addressing issues with all stakeholders can take 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.</p> <p>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.</p> <p>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 misleading or vexatious statements.</p> <p>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.</p>	<p>Contact the School’s Administration Office - If after meeting with your child’s teacher or the staff member involved, your complaint remains unresolved, then contact the Administration Office (3491 4333) to make an appointment to see the year level manager (e.g. Deputy Principal) to discuss the issue further.</p> <p>School Policy/ Decision Complaints - If your complaint relates to general school policy matters, your complaint will be directed to the 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, outlining: the review outcome, reasons/ considerations and actions moving forward.</p> <p>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 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.</p>	<p>Contact 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 Regional Office of 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.</p> <div data-bbox="1144 815 1628 1070" style="border: 1px solid black; border-radius: 15px; padding: 10px; background-color: #f9e7d3;"> <p><i>Our Vision – ‘One team. Every student. Succeeding.’</i></p> <p><i>When we work together, we get better outcomes for everyone!</i></p> </div> <div data-bbox="1144 1110 1628 1342" style="border: 1px solid black; border-radius: 15px; padding: 10px; background-color: #d9e1f2;"> <p>Document Intent: During your children’s school years, you may have cause to make a complaint about an issue with their education. Burpengary Meadows State School 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 issues that may arise.</p> </div>	<p>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.</p>





Need more information?
 Contact our school office or visit: Customer compliments and complaints
<https://alt-qed.qed.qld.gov.au/contact/compliments-complaints>
 Parent Fact Sheet
<https://ppr.qed.qld.gov.au/attachment/making-a-customer-complaint-information-for-parents-and-carers.docx>

We treat everyone with respect, courtesy and fairness, and aim to act compatibly with human rights. Our responsibilities include:

- following the customer complaints management process when managing complaints;
- resolving complaints promptly; and
- providing information about our processes, timeframes and any available review options.

If someone makes a complaint, they also have responsibilities, including:

- cooperating respectfully and understanding that unreasonable conduct will not be tolerated;
- giving us a clear idea of the issue or concern and a possible solution;
- providing all relevant information when making the complaint;
- understanding that addressing a complaint can take time; and
- letting us know if something changes, including if help is no longer needed.



Endorsement:

School Principal – Stuart Hovey
 Signed:
 Date: 19/2/2025

P & C President – Jess van Kempen
 Signed:
 Date: 19/2/2025

School Supervisor – Damian Johnson
 Signed:
 Date: 19/2/2025

Date Effective: 19/2/2025
 Review Date: 19/2/2026