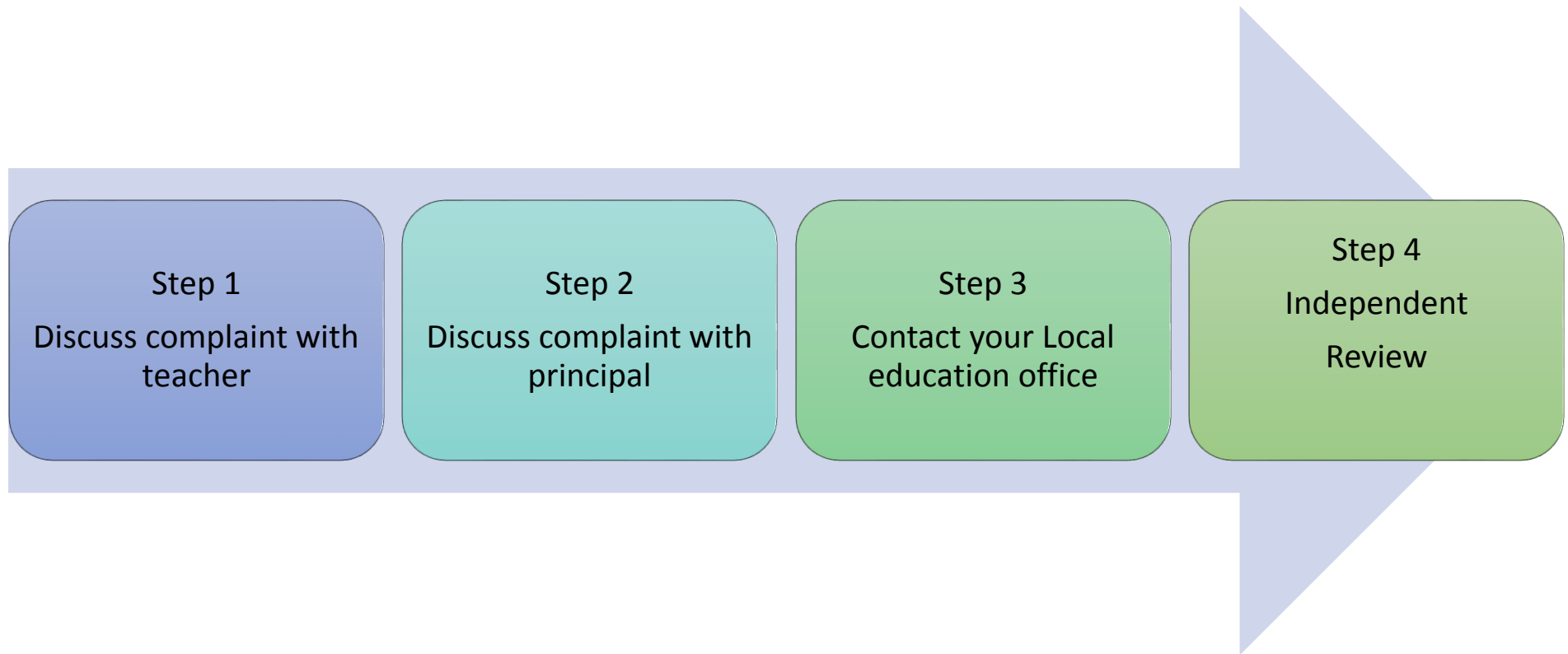


# Complaints Procedure



## Queens Beach State School

Queens Beach State School thanks Scottsville State School for their production and sharing of this document



- All complaints are handled in a positive and open way
- Complaints are to be recorded and reported to the Principal as soon as possible after receiving the complaint.
- The complaint is not resolved at point of contact, the complaint must be acknowledged within 5 working days, by phone, in person, by email or in writing.

- **Complaints Management Procedure**

- Phase 1. Receiving and clarifying the complaint
- Phase 2. Deciding how to handle the complaint
- Phase 3. Finding out about the complaint
- Phase 4. Making a decision about the complaint
- Phase 5. Review

**The record of the complaint:**

- uses objective language clearly stating the facts
- contains information in chronological order as practically possible
- uses quotation marks, where appropriate and necessary
- is neatly and legibly written in biro/pen or in print in clear unambiguous language
- includes, where necessary, initialled and dated corrections
- includes signature, designation of the author, and time and date of the incident/complaint.

## **Phase 1. Receiving and clarifying the complaint**

- All staff can receive a complaint.

All complaints are to be received in the following manner

- Respectful and helpful
- Give the person your undivided attention
- Not defensive ,apportioning blame
- Remain positive
- Not perceiving anger as a personal attack

When a Staff member receives a complaint

- Listen carefully
- Summarise the issues
- Empathise and acknowledge the complainant's feelings
- Find out what the complainant wants to happen
- Resolve the complaint if possible
- Advise complainant of the process
- Thank them for their complaint.

Many complaints can be resolved at point of contact. If the complaint relates to harm refer to **student protection**

## **Phase 2. Deciding how to handle the complaint**

- Refer the complaint to the principal immediately

### **The principal decides whether to**

- Take no further action
- Resolve the complaint
- Refer complaint to internal or external agency
- Initiates an investigation

### **The Principal ensures the complaint is recorded.**

## **Phase 3. Finding out about the complaint**

The principal and or delegate gather necessary facts keeping in mind the principles of natural justice.

By

- Collecting and analysing relevant information
- Working collaboratively with others
- Finding facts
- Identifying contributing factors
- Consulting with DET procedure
- Documenting the investigation and outcome

#### **Phase 4. Making a decision about the complaint**

Based on the facts gathered in phase 3 the Principal or delegate makes a decision on the complaint

- Principal must notify the complainant of the decision in 28 days
- Principal provides complainant with a written response or notification that complaint has been referred to internal or external agency.

#### **Phase 5. Review**

- If the complainant is not satisfied with the response, they are encouraged to discuss the issue further with the Principal and or principal advisor, the executive director, schools at Regional office.

DEPARTMENT OF EDUCATION AND TRAINING

# Making a complaint

## Information for parents and carers

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The Education Queensland 'Making a Complaint' information for parents is available from the link below

<http://education.qld.gov.au/parents/making-a-complaint.html>

Recording a verbal complaint template link below

<https://team.oneportal.deta.qld.gov.au/sites/Scottville%20State%20School/default.aspx>

Student Protection

<https://oneportal.deta.qld.gov.au/students/studentprotection>