



**Sail
to
Success**

Tannum Sands State School

School Complaints Management Procedure

Definition

Complaint is an expression of dissatisfaction with a departmental service where the complainant requires a formal way of having a complaint heard and resolved. A complaint may be made verbally or in writing.

For the purpose of this policy a complaint does not include an allegation against employees or volunteers involving suspected official misconduct or criminal activity.

During the course of your child's school years, you may have cause to make a complaint about an issue with your child's education.

Tannum Sands 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/carers and students to work through any issues they may have with Education Queensland provisions.

When making a complaint, it is in the best interest of complaint resolution to ensure that you:

- Provide complete and factual information in a timely manner
- Deliver your complaint in a non-threatening and non-abusive manner and
- Not make frivolous or vexatious complaints or include 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..

If your complaint relates to suspected official misconduct or criminal activity then you should make your complaint directly to the Crime and Misconduct Commission (www.cmc.qld.gov.au/) or the Queensland Police Service (www.police.qld.gov.au/).

The following procedure for complaints is-

1. Discuss your complaint with your child’s 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.

(If issue is unresolved)

2. Discuss you complaint with the Principal.

Where the teacher has been approached as above but the issue remains unresolved, make an appointment with the school principal to discuss the issue further.

(If issue remains unresolved)

3. Contact District Office

If you have discussed the issue with the principal and still feel that you complaint has not been addressed, you have the right to contact the Executive Director Schools

(If issue is still unresolved)

4. Contact Central Office of Education Queensland

If, as a parent/carer you feel that your issue has not been resolved through the District Office process, you have a further right to make a complaint to the Central Office of Education Queensland.

(If issue is still unresolved)

5. Independent Review

If, as a complainant you feel that your issue has not been resolved through these form processes the Queensland Ombudsman provides an avenue for an independent review of the Department’s decision.

