



## Beachmere State School Complaints Management Process

Beachmere State School and the Department of Education are committed to responding to customer complaints in an accountable, transparent, timely and fair way that is compatible with human rights. As a parent or carer, you can express dissatisfaction with the service or action of the Department of Education (the department) or its staff, including decisions made or actions taken in a school and/or by the local regional office.

### What is a customer complaint?

An expression of dissatisfaction about the service or action of the department, or its staff, by a person who is directly affected by the service or action, and includes complaints related to:

- a decision made, or a failure to make a decision, by a public service of the department
- an act, or failure to act, by the department
- the formulation of a proposal or intention by the department
- the making of a recommendation by the department
- the customer service provided by a public service employee of the department.

(Source: section 219A Public Service Act 2008)

In our school, the person making a complaint will usually be a parent, carer, student or other school community member, but could also be anyone else directly impacted by something at our school. Some complaints must be managed using different processes. These include:

- issues about harm, or risk of harm, to a student attending a state school, which must be managed in accordance with the [Student protection procedure](#); and
- complaints about corrupt conduct, public interest disclosures, or certain decisions made under legislation – refer to the [Excluded complaints factsheet](#) for more information.

### What are our responsibilities?

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

- following the customer complaint management framework, policy and procedure when managing complaints
- resolving complaints promptly
- providing information about our processes, timeframes and any available review options.

### What are the complainant responsibilities?

You have a right to make a complaint to the department, however, you also have responsibilities as a complainant to:

- be respectful and understand that unreasonable conduct will not be tolerated including abusive, aggressive or disrespectful behaviour
- provide complete and factual information in a timely manner
- clearly outline what the problem is, what you are unhappy about and your desired outcome
- provide all relevant information when making a customer complaint and inform the department of any changes impacting on your complaint

- avoid making frivolous or vexatious complaints or using deliberately false or misleading information
- deliver the complaint in a calm and reasoned manner
- understand that some decisions cannot be overturned or changed
- understand that if the complaint is complex, it can take time to assess, manage and resolve.

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.

There are processes and support in place to enable you and your child to work through any issues or concerns you may have. We try to resolve customer complaints as quickly as possible at the point where the complaint is received or after it is re-directed to the appropriate business area. If a complainant is dissatisfied, they may be able to ask for a review.

### Complaints management process:



At Beachmere State School, our complaints management process involves the following steps:

#### 1. Early resolution:

##### a) Discuss your complaint with the Class Teacher

The best place to raise any concerns is at the point where the problem or issue arose. You can make an appointment at the school office to discuss your complaint with your child's 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.

##### b) Discuss your complaint with the Principal

If after approaching your child's teacher your complaint remains unresolved, make an appointment to see the school Principal to discuss the issue further. If your complaint relates to more general school matters, including issues of school policy you should raise your complaint directly with the principal. The principal may refer your complaint to a delegate such as the Deputy Principal or Business Manager. The staff member will make a record of your complaint and work with you to come to a resolution. We aim to do this promptly, but you need to understand that we have many other responsibilities and it may not be possible to make contact or resolve a complaint immediately. Complaints to the Principal may be lodged in person, by telephone, writing or via email. Once the Principal finishes examining the complaint, we will let the person who has made the complaint know the outcome and any available review options.

#### 2. Internal review:

If, after taking the early resolution step, you are dissatisfied with the outcome of your complaint or how the complaint was handled, you can ask the local [regional office](#) to conduct an internal

review. You need to submit a [Request for internal review form](#) within 28 days of receiving the complaint outcome.

### **3. External review:**

If you are dissatisfied after the internal review, you may wish to contact a review authority, such as the [Queensland Ombudsman](#) or [Queensland Human Rights Commission](#), and request an independent, external review.

### **More Information and Resources**

The following resources contain additional information:

- Customer complaints management [framework](#), [policy](#) and [procedure](#)
- [Compliments, suggestions and customer complaints website](#)
- [Making a customer complaint: Information for parents and carers](#).

### **Endorsement**

Principal

P&C/School Council

Effective date:

Review date: