



# Complaints Policy and Process

During the course of your student's school years, you may have cause to make a complaint about an issue with their education. Education Queensland 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 they may have with Education Queensland provision.

Our aim with all complaints is to find resolution, therefore, when making a complaint, please ensure 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 if you are making a complaint about a staff member, 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 five step procedure may assist parents/carers, and support staff to reach an outcome that is in the best interests of the student.

**1A. Subject related** - Discuss your complaint with the class Teacher or Head of Department

**1B. Welfare related** – Discuss your complaint with the Year Coordinator or Dean of Students

If your complaint is with your student's teacher and relates to an issue concerning your student's experience at school, make an appointment with the proper staff member as soon as possible through the school administration. Share the information you have about the problem. Together, both parent/carer and school staff should then take steps to resolve the problem at this level. The school staff member will make an electronic record of the complaint and outcome.

Should your complaint relate to non-teaching staff, the matter should be directed to the Business Manager.

**2. Discuss your complaint with the Deputy Principal or ask the Deputy Principal to assist by participating in the informal conflict resolution.**

When the proper staff member was approached as above, but the issue remains unresolved, make an appointment with the Deputy Principal to discuss the issue further. Alternatively, you and the staff member may agree to ask the Deputy Principal to act as a go-between in the informal conflict resolution in an attempt to resolve the problem.

If your complaint is related to the school more generally including issues of school policy or its compliance or non-compliance you should raise your complaint directly with a Deputy Principal or his/her delegate. For example, the Deputy Principal may refer your complaint to the Deputy Principal or Business Manager. The staff member will make an electronic record of your complaint and work with you to resolve the issue.

Complaints to the Deputy Principal may be lodged in person, by telephone, in writing or via electronic format through [admin@elanorashs.eq.edu.au](mailto:admin@elanorashs.eq.edu.au)

**3. Discuss your complaint with the Principal**

If your complaint involves a Deputy Principal, or is so severe as to warrant the immediate attention of the Principal or your previous issue remains unresolved. Complaints to the Principal may be lodged by telephone, in writing or an email to [admin@elanorashs.eq.edu.au](mailto:admin@elanorashs.eq.edu.au).

**4. Contact Regional Office**

If you have discussed the issue with the Principal and still feel that your complaint has not been addressed, you have the right to contact the Assistant Regional Director, South East Region, who is the supervisor of the School and oversees activities of schools in that particular education district of Queensland.

Complaints may be lodged by telephone or in writing. Complaints should be specific in detail and outline the steps taken to date to resolve the issue. Remember to date the letter, give your full name, address and sign it. The regional office will make a record of your complaint. Anonymous complaints will only be acted upon if enough information is provided to allow for follow up with the Principal.

When you contact the Regional Office you will be advised that your name and the nature of your issue will be reported back to the Principal of your school. Staff at the Regional Office will assist in seeking resolution of the issue.

Contact details are as follows:

Mr John Norfolk  
Regional Director  
Department of Education  
PO Box 5009  
Eagleby Qld 4226  
Telephone: 5656 6688

### **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](mailto:ombudsman@ombudsman.qld.gov.au)  
Telephone: 07 3005 7000  
Toll Free: 1800 068 908  
Fax: 07 3005 7067