



TOOWOOMBA NORTH STATE SCHOOL

COMPLAINTS MANAGEMENT POLICY

Toowoomba North State School is a school that focuses on continual improvement. We know that we are not perfect; we are real.

We believe that we can develop and improve by putting energy into the school's strengths while openly and honestly acknowledging and addressing the challenges.

At some stage, you may feel that things are not going too well, be very upset over a recent major incident or be increasingly concerned about an issue that does not seem to be getting any better. You are not making trouble by making a complaint.

Sometimes people think that if they make a complaint, then they will be thought of badly or their children will become the focus for increased attention. That is not what we want to see happening at Toowoomba North State School. We will look at any issue that you raise in a problem-solving way and look forward to your participation in solving any issue that may be of concern to you.

Toowoomba North State School is committed to ensuring that all complaints are dealt with in a fair and equitable manner. These are processes and support structures in place to enable parent/carers and students to work through any issues they may have with the School.

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
- 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, 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.

SERIOUS ISSUES.....

If your complaint relates to suspected official misconduct or criminal activity then you should make your complaint directly to the Crime and Misconduct Commission or the Queensland Police Service.

**In most cases, you will be raising a concern that can be dealt with by the school.
You can use the following contact points to raise your complaint.**



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COMPLAINTS MANAGEMENT POLICY

What should you try?

1. Discuss your concern with the teacher concerned.

If your concern relates to progress in class, relationships with others in the class or homework issues, you can make an appointment by phoning the office as soon as possible or requesting an appointment with the teacher. Share the information you have with the teacher and give the teacher the opportunity to tell you all he/she knows about the problem. Together, both parent/carer and teacher should then take steps to resolve the problem at this level.

The teacher will make a record of the complaint and report your meeting and any outcomes to the school principal.

2. Contact the Principal

You may wish to speak with the Principal if any issue remains unresolved to discuss the issues further. Alternatively you may ask the Principal to act as a go-between in informal conflict resolution with a staff member in 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 them directly with the Principal or his delegate.

You can contact the school by phone (46278333)
or email the.principal@toownortss.eq.edu.au

It is always a good idea to ring ahead if you wish to see the Principal in person.

3. Talk with District 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 Executive Director (Schools) who is the supervisor of the Principal and oversees activities of schools in that particular education district of Queensland.

Complaints can be lodged by telephone or writing. Complaints should be specific in nature and outline steps taken to try to resolve the issue at the school. Remember to date your letter, give your full name and address and sign it. The district office will make a record of the complaint.



TOOWOOMBA NORTH STATE SCHOOL

COMPLAINTS MANAGEMENT POLICY

Anonymous complaints will only be acted upon if enough information is provided to allow for follow up with the Principal. Toowoomba District Office is 4616 9103

4. Still not resolved?

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

Parents/carers may choose to progress their complaint in writing to the Deputy-Director, General Education Queensland. The Office of Education Queensland will seek to assist the resolution of your complaint through referral to:

- The Executive Director (Schools) for further action, or
- To another Department unit for appropriate action.

The Office of Education Queensland can be contacted at

Education Queensland
PO Box 15033
CITY EAST QLD 4002

Telephone: 3237 0618
Fax: 3221 4953

5. What can the P & C do?

It is understandable that parents/carers may sometimes feel overwhelmed when approaching a school or the department with a complaint. The QCPCA does not advocate on behalf of individuals, parents or carers. Individuals can request their own P & C to provide support in these circumstances. The P & C can, in turn seek assistance from QCPCA to provide guidance in resolving the complaint.

Complaints about services that are run or managed by the P & C such as the Tuckshop or Uniform shop should be directed to the P & C in the first instance.

6. Final opportunities

You can also contact the Office of the Ombudsman for independent review of the Department's decision.

Ombudsman
GPO Box 3314
BRISBANE QLD 4001

Telephone: 3005 7000
Toll Free: 1800 068 908