

# **Babinda P-12 State School – Complaints/ Concerns Policy and Process**

During the course of your children's school years, you may have cause to make a complaint about an issue with your child's education. Babinda P-12 State School and Education Queensland are 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 provision.

Our aim with all complaints is to find resolution, therefore, 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 and
- deliver your complaint in a non-threatening and non-abusive manner

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.

The following 4-step procedure may assist parents/carers, and support staff to reach an outcome that is in the best interests of the student.

## **1. Discuss your complaint with the class 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 through the school administration. Share the information you have about the problem. Together, both parent/carer and teacher should then take steps to resolve the problem at this level. The teacher will make an electronic record of the complaint/ issue and outcome.

## **2. Discuss your complaint with the Head of Department or School Principal**

Where the teacher has been approached as above, but the issue remains unresolved, make an appointment with the HOD/ School Principal to discuss the issue further. Alternatively, you and the teacher may agree to ask the HOD/School 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 the School Principal or his/her delegate. For example, the principal may refer your complaint to the Head of Department, Head of Special Education Services or business services manager. The staff member will make an electronic record of your complaint and work with you to resolve the issue.

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

## **3. Contact 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 Assistant Regional Director, Far North Queensland, 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 and address and sign it. The district 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.

Address and telephone number of district offices are listed under the heading Education Queensland in the White Pages of your local telephone directory and are also available through the “schools directory” at [www.education.qld.gov.au/schools/directory](http://www.education.qld.gov.au/schools/directory)

When you contact the district 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 district office will assist in seeking resolution to the issue.

#### **4. 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

Complaints about services that are run or managed by the P&C at our school, for example Tuckshop or uniforms should be directed to the P&C in the first instance and then the school principal.