



DARRA STATE SCHOOL - COMPLAINT MANAGEMENT

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

Education Queensland is committed to ensuring that all concerns 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 raising a concern, it is in the best interest of reaching a resolution to ensure that you:

- provide complete and factual information in a timely manner
- deliver your concern in a non-threatening and non-abusive manner and
- do not raise frivolous or vexatious issues or include deliberately false or misleading information.

You should be aware that if you are raising a concern about a staff member, that in most instances the staff member will be told of the concern and offered the right of reply. You also have the right to have a support person participate throughout the process.

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

The following steps may assist parents/carers, and school staff to reach an outcome that is in the best interests of the student.

1. Discuss your concern with the class teacher

If your concern 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. Share the information you have about the problem with the teacher. Give the teacher an opportunity to tell you all he/she knows about the incident or 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 concern and report your meeting and any outcomes to the school Principal.

2. Discuss your concern with the Principal or ask the Principal to assist

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 your concern is related to the school more generally including issues of school policy or its compliance or non-compliance you should raise your concern directly with the Principal or Principal's delegate. The Principal will make a record of your concern and work with you to resolve the issue.

3. Contact Regional Office

If you have discussed the issue with the Principal and still feel that your concern has not been addressed, you have the right to contact the Assistant Regional Director who is the supervisor of the Principal. Concerns may be lodged by telephone or in writing. Concerns 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 Regional office will make a record of your concern. Anonymous concerns will only be acted upon if enough information is provided to allow for follow up with the Principal. Addresses and telephone numbers of Regional offices are listed under the heading Education Queensland in the White Pages of your local telephone directory. 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 a resolution to the issue.



DARRA STATE SCHOOL - COMPLAINT MANAGEMENT FLOW CHART

