

Customer complaints management

1. Purpose

Highland Reserve State School appreciates and acknowledges that parents, carers, students, and community members have a right to make a complaint. As a department, we welcome opportunities to improve our services and achieve our vision of equity and excellence in a high performing education system. This document outlines how Highland Reserve State School will manage these complaints.

2. What is a customer complaint?

A complaint is a customer complaint if the person is unhappy with the service or action of our school or our staff, and directly affected by the service or action they are unhappy with.

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 certain decisions made under legislation – refer to the department’s [Complaints and grievances management policy](#) for more information
- complaints about integrity or misconduct matters, which should be reported to the [Intake, Referrals and Partnerships team](#)
- complaints related to privacy, which should be reported to the [Privacy team](#).

3. Roles and responsibilities

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

- following the customer complaints management [framework](#) and [procedure](#) when managing complaints;
- resolving complaints promptly; and

- providing information about our processes, timeframes and any available review options.

If someone makes a complaint, they also have responsibilities, including:

- cooperating respectfully and understanding that unreasonable conduct will not be tolerated;
- giving us a clear idea of the issue or concern and a possible solution;
- providing all relevant information when making the complaint;
- understanding that addressing a complaint can take time; and
- letting us know if something changes, including if help is no longer needed.

4. Complaints management process

At Highland Reserve State School our complaints management process involves the following steps:

i. Receipt

The complaint should be made where the problem or issue arose. At Highland Reserve State School, we ask parents, carers, students or community members who would like to make a complaint to;

- Firstly, email your child's class teacher and if there is no resolution,
- Secondly, email or phone one of our Deputy principal's - Clare Ferguson (Years Prep & 1) cferg91@eq.edu.au , Melissa Cox (Years 2 & 3) mbail33@eq.edu.au or Fiona Butler (Years 4-6) fbutl13@eq.edu.au
- Thirdly, email or phone the Principal Nicole Stride nstri19@eq.edu.au

Please let us know if you need support to make a complaint or to understand this information.

This includes if you:

- are deaf or hard of hearing;
- have difficulties speaking;
- use a language or dialect other than English; and
- need access to translator or interpreter.

We accept anonymous complaints, however it is important to understand that this could limit how a complaint is assessed and resolved, and it may also prevent an outcome being provided.

ii. Assessment and management

We will examine the issue(s) raised and try to resolve the complaint. We aim to do this promptly, but understand that we have many other responsibilities and it may not be possible to make contact or resolve a complaint immediately.

iii. Providing an outcome

Once we finish examining the complaint, we will let the person who has made the complaint know the outcome and any available review options.

5. Review options

If the person who has made the complaint is dissatisfied with the way we handled their complaint and/or if they believe the outcome is unreasonable, they can contact the [regional office](#) to ask for an internal review. An internal review is a process that examines if the complaint management process was appropriate and/or if the outcome reached was reasonable. Please note an internal review is not a re-investigation of the original complaint. A [Request for internal review form](#) should be completed and the request should be submitted to the regional office within 20 days.

There is also an external review option (for example, the Queensland Ombudsman or Queensland Human Rights Commission), which becomes available once the department's complaints process has been exhausted.

6. More information and resources

The following resources contain additional information:

- [Complaints and grievances management policy](#)
- Customer complaints management [framework](#) and [procedure](#)
- [Compliments and customer complaints website](#)
- [Instructions for uploading the school complaints process](#)
- [Making a customer complaint: Information for parents and carers](#)
- [Student code of conduct factsheet](#).

7. Endorsement

Principal



Effective date: 8/10/24 **Nicole Stride**

Review date: 8/10/25 Principal
Highland Reserve State School

~~P&C/School Council~~

Jade Stopforth - JStopforth
P&C President.

