

Ormeau State School complaints management process

1. Our values

We are committed to fostering a school environment that is supportive, respectful, compatible with human rights and provides all students with opportunities to engage in quality learning. Effective partnerships with parents, carers, students and school staff is an essential part of us achieving this goal. We want to know what we are doing well, but also if there are any areas where we can improve or do things differently.

2. Purpose

Ormeau State School appreciates and acknowledges that parents, carers, students and community members have a right to make a complaint. This document outlines how Ormeau State School will manage these complaints.

3. What is a complaint?

A complaint is a customer complaint if the person is unhappy with the service or action of our school or 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 corrupt conduct, public interest disclosures or certain decisions made under legislation - refer to the [Excluded complaints factsheet](#) for more information.

4. Roles and responsibilities

We treat everyone with respect, courtesy and fairness, and aim to act compatibly with human rights.

Our responsibilities include:

- following the complaints management [framework](#), [policy](#) 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:

- **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.**
- **cooperating respectfully and understanding that unreasonable conduct will not be tolerated in line with the Department's Parent and Community Code of Conduct as below:**

Element of Engagement	It is expected that parents and visitors to our school will:	Parents and visitors to our school will do this by:
Communication	<ul style="list-style-type: none"> • Be polite to others • Act as positive role models • Recognise and respect personal differences • Use the school's communication process to address concerns 	<ul style="list-style-type: none"> • Using polite spoken and written language • Speaking and behaving respectfully at all times • Being compassionate when interacting with others • Informing staff if the behaviour of others is negatively impacting them or their family • Respecting staff time by accepting they will respond when they are able • Requesting a meeting to discuss any concerns about their child's education – allowing staff time to prepare and appreciating their time may be limited
Source: https://education.qld.gov.au/parents/community-engagement/Documents/parent-community-code-of-conduct.pdf		



5. Complaints management process

At Ormeau State School, our complaints management process involves the following steps:

i. Receipt

The complaint should be made where the problem or issue arose. At Ormeau State School, we ask parents, carers, students or community members who would like to make a complaint to either email admin@ormeauss.eq.edu.au or visit the school office to make an appointment to meet with the appropriate staff member.

The following information should be provided when making a complaint:

- what happened, including when and where it occurred, and who was involved; and
- what outcome or solution you are seeking to address your issue or concern.

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.



6. Review options

If the person who has made the complaint is dissatisfied with the outcome or the way we handled their complaint, they can contact the [regional office](#) to ask for an internal review. A [Request for internal review form](#) should be completed and the request should be submitted within 28 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.

7. More information and resources

The following resources contain additional information:

- Customer complaints management [framework](#), [policy](#) and [procedure](#)
- [Compliments, suggestions and customer complaints website](#)
- [Making a customer complaint: Information for parents and carers.](#)

8. Endorsement

Principal

P&C/School Council

Effective date:

Review date:

