

# *Moreton Downs SS*



*Complaints & Concerns*

*2022*

Aim	<p>The purpose of this document is to provide information to the school community in relation to reporting a complaint or concern so that a resolution can be determined as quickly as possible after they arise. As a parent or carer, you can express dissatisfaction with the service or action of the department or its staff, including decisions made or actions taken in a school and/or by the local education regional office. This policy was developed to assist stakeholders in resolving complaints or concerns.</p>
Scope and Responsibility	<p>For information about how the Department of Education manages customer complaints you should refer to the <a href="#">Customer Complaints Management Framework, policy</a> and <a href="#">procedure</a> online.</p>
Definition	<p><i>Customer focus</i></p> <ul style="list-style-type: none"> <li>• Everybody has a right to complain, including children, and to not be adversely affected by their complaint.</li> <li>• All customers making a complaint are treated with respect.</li> <li>• DoE proactively seeks and receives feedback and complaints from customers.</li> </ul> <p><i>Accessibility and transparency</i></p> <ul style="list-style-type: none"> <li>• The department’s complaints process is free and accessible for all customers, including children.</li> <li>• The department clearly displays information about how and where a complaint may be made on the department’s website and at frontline service delivery locations.</li> <li>• The department will provide all reasonable assistance and support to make it easy for all customers, including children, to make a complaint.</li> <li>• Complaints can be made anonymously.</li> </ul> <p><i>Responsiveness</i></p> <ul style="list-style-type: none"> <li>• Complaints are acknowledged and responded to fairly, reasonably and in a timely manner.</li> <li>• Feedback is provided about the progress of complains, the outcome reached and the reasons for the department’s decision, any recommendations, review options and any available external review mechanisms.</li> <li>• The department has trained staff to manage complains, with all staff aware of the customer complaints framework, policy and procedure.</li> <li>• Complaints are recorded and tracked, and timeframes for resolution are monitored.</li> </ul> <p><i>Objectivity, fairness and equity</i></p> <ul style="list-style-type: none"> <li>• DoE responds to complaints in a fair, objective, unbiased and timely manner, and respects the confidentiality of personal information.</li> <li>• The principles of natural justice and procedural fairness are applied to all complainants.</li> <li>• If the complainant’s conduct when making a complaint is seen to be unreasonable, the department may implement strategies to manage the conduct</li> </ul> <p><i>Accountability, continuous improvement and prevention</i></p> <ul style="list-style-type: none"> <li>• The department uses formal, documented processes to manage complaints, with policy, procedures and practices reviewed annually to ensure relevance and effectiveness.</li> </ul>

	<ul style="list-style-type: none"> <li>• Processes are in place to gather and record information to identify trends and issues, to improve the performance of the department's complaints management system, and report to the Executive Management Board (EMB) to inform risk management, strategic and operational planning.</li> <li>• The department will publish annual complaints information according to section 219A of the <i>Public Service Act 2008</i> (Qld).</li> </ul> <p><i>Staff training and support</i></p> <ul style="list-style-type: none"> <li>• The annual staff awareness plan is developed to support the delivery of complaint management information to all staff.</li> <li>• Staff involved in managing complaints receive specific complaint management training and complete annual refresher training.</li> </ul>
Policy	<p>For complaints about school matters, you are encouraged to use the following three step approach:</p> <ol style="list-style-type: none"> <li>1. <b>Early resolution:</b> the best place to raise any concerns is at the point where the problem or issue arose. You can make an appointment at the school to discuss your complaint with your child's teacher, the principal, or the Parents and Citizens' Association. You are also welcome to lodge your complaint in writing or over the phone.</li> <li>2. <b>Internal review:</b> if you are dissatisfied with the outcome of your complaint or how the complaint was handled, you can ask the local <a href="#">regional office</a> to conduct a review.</li> <li>3. <b>External review:</b> if you are dissatisfied after the internal review, you may wish to contact a review authority, such as the Queensland Ombudsman, and request an independent, external review. More information about external review options is available at <a href="http://www.ombudsman.qld.gov.au">www.ombudsman.qld.gov.au</a>.</li> </ol> <p>Some matters need to be handled in a different way to school matters and will be referred to other areas in the department. These include:</p> <ul style="list-style-type: none"> <li>• Issues about harm, or risk of harm, to a student attending a state school, which must be dealt with under the <a href="#">Student protection procedure</a>.</li> <li>• <a href="#">Complaints such as employee misconduct; public interest disclosures; allegations of corrupt conduct; or about certain decisions made under legislation.</a></li> </ul> <p>You can make an anonymous complaint; however, please understand that if you do not identify the school, it may limit how your complaint can be assessed and resolved. If no parent or carer contact information is provided, the department cannot reply back to you.</p> <p><b>What are my responsibilities when lodging a complaint?</b></p> <p>Your complaint provides important feedback to the department so it is expected that you will:</p> <ul style="list-style-type: none"> <li>• present a clear idea of the problem and your desired solution</li> <li>• provide all relevant information when making a complaint and inform the department of any changes impacting on your complaint</li> <li>• understand that if a complaint is complex, it can take time to assess, investigate and resolve</li> </ul>

	<ul style="list-style-type: none"> <li>• be respectful and understand that unreasonable conduct will not be tolerated by school, regional or departmental staff.</li> </ul> <p><b>What happens after I make my complaint?</b></p> <p>If your complaint is not resolved during your initial contact, the school will aim to resolve your complaint as quickly as possible, taking into consideration the complexity and timing of your complaint. As a general guide, complaints requiring some investigation or review may take longer to resolve. Refer to the <a href="#">Customer Complaints Management Framework</a> for response times.</p> <p>Once your complaint has been resolved, you will be contacted and informed of the outcome of your complaint, any recommendations, and any review options available to you.</p> <p>For information privacy reasons, the department is unable to provide you with information about other people involved in your complaint.</p>
Applicable Legislation	<ul style="list-style-type: none"> <li>• <i>Public Service Act 2008</i> (Qld) Section 219A</li> <li>• <i>Crime and Corruption Act 2001</i> (Qld)</li> <li>• <i>Public Interest Disclosure Act 2010</i> (Qld)</li> <li>• <i>Education (General Provisions) Act 2006</i> (Qld)</li> <li>• <i>Education and Care Services Act 2013</i> (Qld)</li> </ul>