

# Drayton State School



## Complaints management

August 2019

*All Queensland Government departments are required to have a complaints management system in place.*

Education at Drayton State School is seen as a positive and supportive partnership between parents, staff and students.

It is inevitable that there will be occasions when parents, students or staff may have a concern. It is important that such concerns are expressed early. Parents, carers and members of the wider community have the right to make a complaint or raise any concerns about the decisions or actions of a school. The complaints management process is available to students, parents, staff, teachers and the broader community, on the school website or from the office.

You are also welcome to provide compliments about the performance of a school.

If a formal written complaint is lodged it must clearly state the nature of the complaint and the avenues which have been accessed to this point. You should provide the following information when making a complaint:

- your name and contact details
- copies of any relevant correspondence or documents relating directly to the complaint the nature of the complaint
- what you consider is needed to resolve the complaint.

Staff should ensure that all complaints are dealt with in a timely, fair and equitable manner and the complainant should be contacted with updates on progress. Our process for managing compliments and complaints was determined in consultation with the school community and endorsed by the Parents and Citizens' Association.

### Response Policy:

1. The school will acknowledge receipt of a formal complaint within 5 working days.
2. The person at the centre of the complaint will be informed this has been lodged and the complainant's name will then be released.
3. The aim will be to resolve a formal complaint within 30 working days.
4. The response provided to complainants will include information regarding:
  - Material relevant to the complaint
  - Adequate reasons for any decisions made
  - Any changes that have resulted from the complaint
  - An apology where appropriate
  - Information on where to seek an independent review i.e. regional office

Compliments and complaints are stored electronically by the school, particularly when the request is for the review of a decision or action of the school.

In some circumstances, the principal will be unable to resolve the complaint to the complainant's satisfaction and may wish to refer the complainant to the regional office. The Darling Downs South West Regional office has a process for managing compliments and complaints about the decisions or actions of its schools.

Regional staff investigate and respond to complaints in a fair and equitable manner. Once investigated, the regional director has the responsibility for decision-making for the resolution or finalisation of the complaint. Compliments and complaints are stored electronically by the region, particularly when the request is for the review of a decision or action of the region.

## Useful Information for Parents

The relationship between the home and the school plays a very important part in a child's education. Parents play a critical role in successful learning as they are among the most important influences on the way in which the child approaches learning.

Teachers are responsible for the formal aspects of children's learning, and successful teaching builds on the home experiences of the child. This is most effective where there is an active partnership with parents. Two-way communication is a critical factor in the partnership between parents and the school. Please make an appointment to talk with the teacher should you need to.

## What might you talk to the school about?

### Issues particular to your child:

- o Attitude/ Behaviour
- o Academic progress
- o Participation
- o How he/she gets along with teachers and other students socially and emotionally
- o Physical development and well-being
- o Development of responsibility
- o Non-attendance or truancy
- o Learning program issues
- o Special events and celebrations
- o Specialised learning programs

### School or class issues:

- o Quality of teaching
- o Homework
- o Learning environment
- o General student behaviour
- o Pastoral care for students
- o Schools policies and procedures

### Access to support services:

- o School and district level student support services
- o Visiting teachers for students with disabilities
- o Programs for students experiencing difficulties with learning
- o Programs for gifted and talented students
- o Instrumental music program
- o Student Health Services

### How our school communicates with you:

- o Two formal written reports at the end of each semester for Years P - 6
- o Regular information about the school through newsletters
- o Two formal Parent-teacher interviews
- o Notes on Dojo from teachers
- o Parades
- o Special events and celebrations
- o Parent information sessions

## What can you do if you have a problem?

Seeking information as early as possible can solve many problems. If you have any questions or concerns about your child's progress, homework, assessment or behavioural issues, contact the class teacher. The best way to do this is to contact the school office to arrange a mutually convenient time for a telephone conversation or meeting.

### When you have a problem;

- Try to identify the problem clearly before going to the school. It is important that the facts of a situation are known and concerns are not based on hearsay or gossip. If there is more than one problem, list them to ensure that the extent of the problem is clear to the school.
- Decide whether the problem is a query, a concern or a complaint. This will help in finding a solution.
- Make an appointment to talk with the teacher. This can be arranged through the school office. If your concern is about the conduct of a staff member, you may prefer to discuss the matter with the school Principal. It is important that you make the school your first point of contact.
- Try to stay calm. Even if you don't feel it, being calm will help to get your concerns across more clearly than if you are upset or angry. It may help to take someone with you.

### Procedures for Making Complaints;

If you need assistance in resolving a concern or complaint staff can help you:

- obtain information about school policies and procedures
- make inquiries about student programs, performance and behaviour
- clarify a problem and register a concern with the school
- direct letters of enquiry or complaint

**At all stages, staff will work with you to establish an agreed plan of action and timeline;**

#### Stage 1: Discussion with staff member

Contact the class teacher or other relevant staff member to discuss your complaint. This is best done by making an appointment through the school office.

#### Stage 2: Review or investigation at the school level

Contact the principal who will work with you and the staff member to resolve the problem. You may wish to formalise your complaint. To do this, you may write to the principal who will acknowledge the complaint with a written reply as soon as possible, even if a resolution is not available at this stage.

The principal will consider the issue and identify what action is to be taken and by when, and will clarify the process if a formal complaint is to proceed. The principal may seek the support of Regional Office staff. This action and timeline will be confirmed with you in writing.

You should be aware that when a complaint is made in writing about the performance of an individual staff member, that staff member will receive documentation regarding the substance of the complaint.

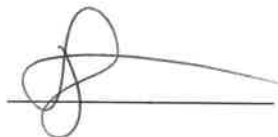
#### Stage 3: Resolution at regional level

If resolution is not reached at the school level or, if the principal is the subject of your complaint, contact the Toowoomba Regional Office for assistance in resolving the issue on 4616 3771

### Endorsements:

P & C: Name: Damian McQueen

Signature:



Date:

21/8/19

Principal: Carole Douglas

Signature:



Date:

21/8/19