



ASHGROVE STATE SCHOOL

Complaints Management Policy

The vision of Ashgrove State School is an inclusive, collaborative community of engaged, capable and confident learners, prioritising the success and well-being of every student.

There may however be occasions where parents need to raise a concern or make a complaint about an issue you feel is adversely affecting their child's education or well-being.

Our school is committed to ensuring that all complaints are dealt with in a fair, respectful and equitable manner.

You have a right to make a complaint, however, you also have responsibilities as a complainant to:

- give a clear idea of the issue or concern and your desired outcome;
- provide all the relevant facts when making the complaint;
- understand that addressing a complaint can take time. If the complaint is complex it can take time to assess, manage and resolve;
- cooperate respectfully and understand that unreasonable, abusive or disrespectful conduct will not be tolerated;
- let us know if something changes, including if help is no longer needed.

The following three-step approach assists parents and school staff in reaching an outcome that is in the best interests of the student.

1. Early Resolution: discuss your complaint with the school.

The best place to raise any concerns is at the point where the problem or issue arose.

- In the first instance make an appointment to meet with your child's **Teacher** to discuss the issue or problem.
- If you still have concerns after meeting with the teacher, contact the school office to make an appointment to meet with the relevant **Deputy Principal**.
- If the issue relates to school operations, phone or email the office to make an appointment to discuss the matter with the **Principal**.

For information privacy reasons, the school is unable to provide you with information about other people involved in your complaint, such as staff, other school community members, or students who are not under your care.

2. Internal Review: contact the local Regional Office

If, after taking the Early Resolution step, you are dissatisfied with the way your complaint was handled or if you believe the outcome to be unreasonable, you can ask the local regional office to conduct a review. You will need to submit a Request for internal review form within 20 days of receiving the complaint outcome.

3. External Review: contact a Review Authority

If you are dissatisfied after the internal review, you may wish to contact a review authority, such as the Queensland Ombudsman or Queensland Human Rights Commission, and request an external review.