



ASHGROVE STATE SCHOOL

Complaints Management

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.

As a complainant it is your responsibility 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;
- 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**.

2. **Internal Review: contact the local Regional Office**

If, after taking the Early Resolution step, you are dissatisfied with the outcome of your complaint or how the complaint was handled, you can ask the local regional office to conduct a review.

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, and request an independent, external review.