



# Complaints Management

## Policy and Procedure

### Purpose

This policy outlines how Longreach State High School will manage complaints from parents, carers, and the community regarding dissatisfaction with the school's services, actions, or decisions. The school is committed to resolving complaints in a transparent, timely, and fair manner that ensures respect for human rights, aligned with the guidelines of the Queensland Department of Education.

### Scope

This policy applies to all complaints where a customer is unhappy with the service or action of our school or staff, and directly affected by the service or action they are unhappy with. Certain complaints, such as those relating to student protection, corrupt conduct, or legislative decisions, may be referred to other relevant procedures as outlined by the Queensland Department of Education.

### Principles

#### 1. Complainant Focus:

- Every individual has the right to lodge a complaint without facing adverse consequences.
- Complaints will be handled respectfully, with fairness and confidentiality, in line with the Queensland Human Rights Act 2019.

#### 2. Accessibility and Transparency:

- Complaints can be submitted via phone, email, or in person. Information on how to make a complaint will be available on the school's website.
- Longreach State High School will provide assistance to anyone who needs help lodging a complaint.

#### 3. Responsiveness:

- Complaints will be acknowledged within three days of receipt and resolved where possible within 30 days. In cases involving privacy or human rights, resolution may take up to 45 days.
- School holidays may impact complaint resolution timeframes.

## 4. Objectivity and Fairness:

- Complaints will be managed impartially, with both procedural fairness and natural justice observed.
- No individual will be adversely affected by raising a complaint.

## 5. Continuous Improvement:

- Complaint data will be regularly reviewed to identify trends and opportunities for service improvements.

# Procedure

## 1. Early Resolution:

- Complaints should first be raised directly with the school at the point where the issue occurred. Parents and carers can contact the school office to arrange a meeting or submit their complaint via phone, email, or QGov.
- The complaint will be acknowledged within three days of receipt, and relevant staff will be involved in resolving the matter as quickly as possible.

## 2. Assessment and Resolution:

- Complaints will be assessed by the relevant school staff member, such as the Deputy Principal or Principal. They will gather necessary information, engage with all parties involved, and aim to resolve the complaint within 30 days, if possible.
- If a complaint is deemed frivolous or vexatious, the school reserves the right not to investigate further, and this decision will be communicated to the complainant.

## 3. Internal Review:

- If a complainant is dissatisfied with the resolution, they may request an internal review by contacting the [local regional office](#). This request must be submitted within 20 days of receiving the complaint outcome.

## 4. External Review:

- Should the internal review be unsatisfactory, an external review can be requested via relevant bodies, such as the Queensland Ombudsman or Queensland Human Rights Commission.

# Complainant Responsibilities

- Clearly outline the issue, provide relevant information, and suggest the desired outcome.
- Engage respectfully in the process. Unreasonable conduct, such as abusive behaviour, will not be tolerated, and further contact may be limited in such cases.
- Understand and appreciate that addressing a complaint can take time.



## Staff Responsibilities

- Staff will follow the [Customer Complaints Management Framework](#) and [Procedure](#) when managing complaints.
- Staff involved in the complaints process will document each step and maintain a register of all complaints received.

## Further Information

For more detailed information on the department's complaints management procedures, you may refer to the following resources:

- ***Customer Complaints Management Procedure***  
This document provides a comprehensive outline of how customer complaints are managed across the Queensland Department of Education. It includes information on making complaints, timeframes, and rights of review.  
<https://ppr.ged.qld.gov.au/pp/customer-complaints-management-procedure>
- ***Complaints and Grievances Management Policy***  
This policy supports the department's obligations to manage various complaints and grievances, including privacy, human rights, and public interest disclosures. It outlines the process for ensuring complaints are handled in a fair, accountable, and transparent manner.  
<https://ppr.ged.qld.gov.au/pp/complaints-and-grievances-management-policy>

## Monitoring and Review

This policy will be reviewed annually, or as required, based on feedback from complainants, staff, or changes in departmental policy and legislation.



## Document Management

Date	Changes	Authorised Person
11/11/24	Adjustments per advice from CQ Regional Office	R. Foster (DP)
17/10/24	Initial development	S. Schwartz (Principal)

