

# Nundah State School

## Communicating: customer complaints management process

### 1. Our values

We are committed to fostering a school environment that is supportive, respectful, compatible with human rights and provides all students with opportunities to engage in quality learning.

Effective partnerships with parents, carers, students and school staff is an essential part of us achieving this goal. We want to know what we are doing well, but also if there are any areas where we can improve or do things differently.

### 2. Purpose

Nundah State School appreciates and acknowledges that parents, carers, students and community members have a right to make a complaint. This document outlines how Nundah State School will manage these complaints.

We do find that minor concerns may become bigger issues if you do not talk to the school staff about them promptly. We have found most issues are best resolved through prompt and courteous communication directly with the person involved in the first instance.

### 3. What is a customer complaint?

A complaint is a customer complaint if the person is unhappy with the service or action or our school or staff, and directly affected by the service or action they are unhappy with.

In our school, the person making a complaint would usually be a parent, carer, student or other school community member, but could also be anyone else directly impacted by something at Nundah.

Some complaints must be managed using different processes. These include:

- issues about harm, or risk of harm, to a student attending a state school, which must be managed in accordance with the [Student protection procedure](#); and
- complaints about corrupt conduct, public interest disclosures or certain decisions made under legislation - refer to the [Excluded complaints factsheet](#) for more information.

### 4. Roles and responsibilities

We treat everyone with respect, courtesy and fairness, and aim to act compatibly with human rights. Our responsibilities include:

- following the DoE customer complaints management [framework](#), [policy](#) and [procedure](#) when managing complaints;
- resolving complaints promptly; and
- providing information about our processes, timeframes and any available review options.

If someone makes a complaint, they also have responsibilities, including:

- cooperating respectfully and understanding that unreasonable conduct will not be tolerated;
- giving us a clear idea of the issue or concern and a possible solution;
- providing all relevant information when making the complaint;
- understanding that addressing a complaint can take time; and
- letting us know if something changes, including if help is no longer needed.



## 5. Complaints management process

At Nundah State School, our complaints management process involves the following steps:

### i. Receipt

The complaint should be made where the problem or issue arose. At Nundah State School, we ask parents, carers, students or community members who would like to make a complaint to firstly make an appointment to meet with the person directly involved in the issue in an attempt to understand all perspectives and resolve the concern together e.g. their child's classroom teacher, specialist teacher etc. We do request that you make a time to discuss items with your classroom/specialist teacher as they have many commitments to manage, and conversations are best not had "on the run". This enables staff members to ensure that they can give the matter their full attention.

Should you

- not be satisfied with this outcome; or
- have already attempted this and wish to register a formal complaint; or
- if you wish to simply to have more information in order to understand; or
- if you would like assistance to resolve your concerns with the person or issue;

Then you are invited to email [admin@nundahss.eq.edu.au](mailto:admin@nundahss.eq.edu.au) or ring the school office to make an appointment with the appropriate person depending on the nature of the complaint and person responsible for this area of management, e.g. Principal or Deputy Principal, Heads of Curriculum, Business Manager, or another member of staff as appropriate.

The following information should be provided when making a complaint:

- what happened, including when and where it occurred, and who was involved; and
- what actions, if any, have already been taken in an attempt to resolve your issue or concern;
- what outcome or solution you are seeking to address your issue or concern?

We accept anonymous complaints; however, it is important to understand that this could limit how a complaint is assessed and resolved, and it is also likely to prevent an outcome being provided to you.

### ii. Assessment and management

We will examine the issue(s) raised and try to resolve the complaint. Whilst we aim to do this promptly, please understand that we have many other responsibilities and it may not be possible to make contact or resolve a complaint immediately.

### iii. Providing an outcome

Once we finish examining the complaint, we will let the person who has made the complaint know the outcome and any available review options.

## 6. Review options

If the person who has made the complaint is dissatisfied with the outcome or the way we handled their complaint, they can contact the [regional office](#) to ask for an internal review. A [Request for internal review form](#) should be completed and the request should be submitted within 28 days.

There is also an external review option (for example, the Queensland Ombudsman or Queensland Human Rights Commission), which becomes available once the department's complaints process has been exhausted.

## 7. More information and resources

The following resources contain additional information:

- Customer complaints management [framework](#), [policy](#) and [procedure](#)
- [Compliments, suggestions and customer complaints website](#)
- [Making a customer complaint: Information for parents and carers.](#)

## 8. Endorsement

Principal  
Ms Deb Cox



Effective date:

P&C President  
Mr Matthew Sedgman



Review date:

