

# COMPLAINTS MANAGEMENT POLICY

*Our commitment to positively managing complaints and providing quality service for your issues or concerns.*

## Introduction

At Runcorn State High School, effective partnerships between parents, students and our school staff are important to educational success. This partnership involves trust and openness. We need to be able to talk to each other when we have concerns, so that we can work out the issues.

From time to time, you may have concerns relating to our school. It is important that you share these with us. Perhaps we haven't explained something very well. We need to know so that we can put things right.

Perhaps you don't agree with a decision. We need to talk the issues through. As a result, you may gain a better understanding of why we made that decision or we may need to reconsider our decision. Your contribution is valued.

## How To Make A Complaint or Raise Concerns

You can raise a concern with any member of our staff. Where possible, speak directly to the person with whom you have the concern. If it is a classroom issue, speak to the classroom

teacher. To make an appointment to see a teacher, please contact the school office by phone on 3323 1609 or by email – [admin@runcornshs.eq.edu.au](mailto:admin@runcornshs.eq.edu.au). Issues you think are sensitive should be raised with the Officer of Welfare & Learning, Head of Department, Guidance Officer or Administration (the Principal or Deputy Principals). Staff contact details can be found on our website – <http://runcornshs.eq.edu.au/>

Our staff are encouraged to deal positively and sincerely with your concerns. They will listen.

They will ask questions to make sure they understand. They may take notes to help in following up your concern. They will help you to take your concern to the appropriate person.

## What Can You Expect

There are usually four phases in handling a complaint. In many instances these can all be worked through quickly in one process.

### PHASE 1 – Initial contact

Please express your concerns calmly, clearly and courteously. This will help resolve the issue in a timely manner. Staff will listen to your concern and make every attempt to understand it. The teacher/administrator will summarise the main points. He or she will usually explain the school policy or procedure on the issue or find someone who can explain. The teacher/administrator will work out an action plan with you: what he or she will do, what you should do, what your child should do and when you will talk again. He or she may deal with the concern or refer it to another person. In many cases it should be possible to resolve your concern straight away.

### PHASE 2 - Deciding how to handle the matter

Sometimes matters will need further investigation. In this phase, a decision will be

made about how a complaint will be handled. Most matters are handled at school level. We encourage parents, in the first instance, to work directly with the people closest to the issue to resolve the matter. In some exceptional circumstances, matters must not be handled at a local school level because of their sensitive or serious nature. They must be referred to Education Queensland's local regional office or central office. In general, however, matters referred to these offices are directed back to the school for resolution.

### **PHASE 3 - Finding out about the matter**

In this phase, the person handling the matter will try to find out all about your concern. He or she will try to understand the context and causes. You can best help by providing all the relevant information you can. He or she may need to talk to other people to get a complete picture. As he or she does this, he or she may begin to explore options to resolve the matter. You can help all concerned by focusing on a positive resolution of the matter. Your information will be treated sensitively (but where the matter must be investigated by an external agency it will need to be passed on). You need to be aware that the person who is involved in your complaint usually has the right to be made aware of the complaint and will have the right to respond.

### **PHASE 4 - Resolution**

The person who is handling your complaint will use the facts that have been gathered to make a decision that is fair to all concerned. He or she will work to put things right for you and would appreciate your help to do this. He or she wants to make sure the resolution is mutually acceptable.

### **Our School's Commitment to Parents and Caregivers**

We are committed to dealing positively with your concerns and complaints. It helps us to learn how we can do things better for you and your student. We will try to make sure that your complaint is resolved quickly. Sometimes a complex matter will take time. However, we will always endeavor to make sure you understand what we are doing and why.

Parents/caregivers are requested to retain this document for future

