

# Condamine State School

## School Complaints Management Procedure

### Making a Complaint

During the course of your children's school years, you may have cause to make a complaint about an issue with your child's education. Condamine State School is committed to ensuring that all complaints are dealt with in a fair and equitable manner. There are processes and support structures in place to enable parents/carers and students to work through any issues they may have with school provisions.

When making a complaint, it is in the best interest of complaint resolution to ensure that you:

- Provide complete and factual information in a timely manner
- Deliver your complaint in a non-threatening and non-abusive manner, and
- Not make frivolous or vexatious complaints or include deliberately false or misleading information

You should be aware that if you are making a complaint about a staff member, that in most instances the staff member will be told of the complaint and offered the right of reply. You also have the right to have a support person participate throughout the process.

If your complaint relates to suspected official misconduct or criminal activity then you should make your complaint directly to the Crime and Misconduct Commission ([www.cmc.qld.gov.au](http://www.cmc.qld.gov.au)) or the Queensland Police Service ([www.police.qld.gov.au](http://www.police.qld.gov.au)).

For any complaint, follow the below procedure:

**1. Discuss your complaint with your child's teacher**

If your complaint is with your child's teacher or relates to an issue concerning your child's experience at school, make an appointment with that teacher as soon as possible.

The teacher will make a record of the complaint and report your meetings and any outcomes to the school principal.

**2. Discuss your complaint with the Principal**

Where the teacher has been approached as above but the issue remains unresolved, make an appointment with the school principal to discuss the issue further.

Complaints to the principal may be lodged in person, by telephone, writing or via electronic format via e-mail: [principal@condaminss.eq.edu.au](mailto:principal@condaminss.eq.edu.au)

**3. Contact District Office**

If you have discussed the issue with the principal and still feel that your complaint has not been addressed, you have the right to contact the Executive Director (Schools), the supervisor of the principal. Addresses and telephone numbers of district offices can be found at [www.education.qld.gov.au/schools/directory](http://www.education.qld.gov.au/schools/directory)

Complaints can be lodged by telephone or in writing. Anonymous complaints will only be acted upon if enough information is provided to allow for follow up with the principal.

**4. Contact Central Office of Education Queensland**

If, as a parent/carer you feel that your issue has not been resolved through the District Office process, you have a further right to make a complaint to the Central Office of Education Queensland.

The Office of Education Queensland can be contacted at: DET, PO Box 15033, City East, QLD 4002. Telephone: (07) 3237 0618 or Fax: (07) 3221 4953.

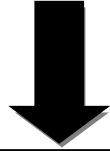
**5. Independent Review**

If, as a complainant you feel that your issue has not been resolved through the above processes, the Queensland Ombudsman provides an avenue for an independent review of the Department's decision.

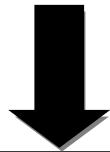
The Ombudsman may be contacted at: Office of the Ombudsman, GPO Box 3315, Brisbane, QLD 4001. E-mail: [ombudsman@ombudsman.qld.gov.au](mailto:ombudsman@ombudsman.qld.gov.au) Telephone: (07) 3005 7000 or Toll Free 1800 068 908 or Fax (07) 3005 7067.

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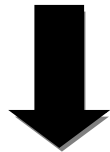
1. Discuss your complaint with the child's teacher.



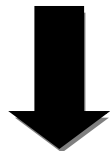
2. Discuss your complaint with the principal.



3. Contact District Office



4. Contact Central Office



5. Independent Review