

# **COMPLAINTS AND INVESTIGATIONS**

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

Our aim with all complaints is to find resolution. Therefore, when making a complaint, it is 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
- ensure that your information is as accurate as possible

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.

**The following 5-step procedure** may assist parents/carers, and support staff to reach an outcome that is in the best interests of the student.

## **1. Discuss your complaint with the class teacher/Head of Department.**

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 through the school administration. Share the information you have about the problem at this level. The teacher will make an electronic record of the complaint and outcome.

## **2. Discuss your complaint with a Deputy Principal** or ask the Deputy Principal to assist by participating in the informal conflict resolution.

Where the teacher/Head of Department has been approached as above, but the issue remains unresolved, make an appointment with the Deputy Principal to discuss the issue further. Alternatively, you and the teacher/Head of Department may agree to ask the Deputy Principal to act as a go-between in the information conflict resolution in an attempt to resolve the problem.

If your complaint is related to the school more generally including issues of school policy or its compliance or non-compliance you should raise your complaint directly with the Principal or his/her delegate. For example, the principal may refer your complaint to a Deputy Principal or Business Services Manager. The staff member will make an electronic record of your complaint and work with you to resolve the issue.

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

## **3. Discuss your complaint with the Principal** if your complaint involves the Deputy Principal, is so severe as to

warrant the immediate attention of the Principal or your previous issue remains unresolved.

Complaints to the Principal may be lodged in person, by making an appointment, by telephone, writing or an email to [the.principal@rockhampshs.eq.edu.au](mailto:the.principal@rockhampshs.eq.edu.au).

## **4. 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 Regional Director, Central Qld, who is the supervisor of the school and oversees activities of schools in that particular education district of Queensland.

Complaints may be lodged by telephone or in writing. Complaints should be specific in detail, and outline the steps taken to date to resolve the issue. Remember to date the letter, give your full name and address and sign it. The district office will make a record of your complaint.

Anonymous complaints will only be acted upon if enough information is provided to allow for follow up by the Principal.

Address and telephone number of regional offices are listed under the heading Education Queensland in the White Pages of your local telephone directory and are also available through the "schools directory" at [www.education.qld.gov.au/schools/directory](http://www.education.qld.gov.au/schools/directory).

When you contact the district office you will be advised that your name and the nature of your issue will be reported back to the Principal of your school. Staff at the regional office will assist in seeking resolution to the issue.

## **5. Independent Review**

If you have not been able to resolve your complaint through these formal processes, you can lodge your complaint with the Queensland Ombudsman. The Ombudsman may be contacted at:

**Office of the Ombudsman**  
GPO Box 3314, Brisbane, Qld 4001

**Email:** [ombudsman@ombudsman.qld.gov.au](mailto:ombudsman@ombudsman.qld.gov.au)

**Telephone:** (07) 3005 7000  
**Toll Free:** 1800 068 908  
**Fax:** (07) 3005 7067