

### • Phase 3—Finding Out

In this phase the person handling the complaint will try to find out all about your concern. They will try to understand the context and causes. You should help them by providing all the information you can. Where necessary information will be treated sensitively.

They may need to talk to a number of people to get a complete picture.

As they do this they may begin to explore options to resolve the matter.

You can help them by focusing on a positive resolution of the matter.

### • Phase 4—Resolution

The person handling your complaint will use the information they have gathered to make a decision.

They will work to ensure a suitable result for you and would appreciate your help to do this. Naturally they want to make sure that you are part of the result, understand the process and agree with outcomes.

### **Our Commitment**

*We are committed to dealing positively with your concern. It helps us to learn how we can do things better for you.*

*We will try to make sure that your complaint is resolved quickly. Sometimes a complex matter will take time, but we will always make sure you understand what we are doing and why.*

*By the end of the process should you still not be happy with the situation our school can advise you on further action you can take with the situation.*

*Naturally our school always seeks to ensure situations are resolved and that actions beyond this school need not occur.*



**PLEASE  
TALK TO US**

**Our Commitment to  
Open and Honest  
Communication**

# “Please Talk To Us” - We are committed to finding solutions.

## Introduction

Effective partnerships between parents, students and our school are important to educational success.

One part of that partnership is trust and openness. We need to be able to talk to each other when we have concerns, so that those issues can be worked out.

From time to time you may have concerns or complaints relating to our school.

It is important that you share these with us.

Perhaps you don't agree with a decision. We need to talk the issues through.

As a result, you may have a better understanding of why we made that decision. Or we may need to change our decision. Your contribution can help us improve.

## How to Make a Complaint

We want to hear your concerns. We aim to provide a service that can be improved through your feedback.

You can raise an issue with any member of our staff. Issues you think are serious should be raised with senior members of our staff.

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 assist in following up your concern.

They will help you to take your complaint to the right place.

If you wish to bring a friend or if you want help or support, such as someone who can talk for you or as an interpreter, we will be happy to assist you.



## What Can You Expect

There are usually four phases in handling a complaint. In most cases these can all be dealt with quickly.

### • Phase 1—Reception

At this stage someone will listen to your concern and make sure they understand it.

They may deal with the complaint themselves or refer it to another person.

In many cases they should be able to resolve your concern straight away.

### • Phase 2—Deciding How

Some matters must not be handled in our school, because they are so serious. They must be referred to Education Queensland's Central Office, or perhaps the Police.

Other matters will need further investigation. In this phase a decision will be made about how a complaint will be handled.