



# Emu Creek State School

## 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

Emu Creek State School appreciates and acknowledges that parents, carers, students and community members have a right to make a complaint. We are committed to ensuring that all complaints are dealt with in a fair and timely manner. This document outlines how Emu Creek State School will manage these complaints.

### 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 will usually be a parent, carer, student or other school community member, but could also be anyone else directly impacted by something at our school.

*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.

#### *Roles and responsibilities*

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

- following the 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;
- delivering a complaint in a non-threatening and non-abusive manner;
- not making frivolous complaints or include deliberately false or misleading information;
- giving us a clear idea of the issue or concern and a possible solution;
- providing all relevant information in a timely manner 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.



## Complaints management process

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

### **1. Receipt of complaint**

The complaint should be made where the problem or issue arose. Complaints should first be addressed with the staff member in question. At Emu Creek State School, we ask parents, carers, students or community members who would like to make a complaint to either email [admin@emucreekss.eq.edu.au](mailto:admin@emucreekss.eq.edu.au) or contact the school to make an appointment to meet with the relevant member of staff.

The following information should be provided in a timely manner when making a complaint:

- what happened, including when and where it occurred, and who was involved; and
- what outcome or solution you are seeking to address your issue or concern.

The staff member will make a record of your complaint and the solution you are seeking and report this to the principal.

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

### **2. Assessment and management**

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

The staff member will record any steps taken to manage the complaint.

### **3. 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.

The staff member will record the outcome, report the outcome to the person who has made the complaint and provide available review options.

### **4. Review options**

If the person who has made the complaint is dissatisfied with the outcome or the way we handled their complaint, they can:

- Discuss the complaint and outcome with the principal;
- 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.

### **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.](#)

### **Endorsement**

Principal – Tania Schmidt



P&C/School Council



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