



# Concerns and Complaints

We value respect, responsibility, resilience, safety and kindness in our school community.

It is important to recognise that schools are complex organisations tasked with the purpose of educating children. Due to the volume of students, staff, parents, carers and community members, schools have specific, sometimes unique ways of working to ensure the safety, wellbeing, learning of students and work of staff members.

## Purpose

Brookfield State School appreciates and acknowledges that parents, carers, students and community members have a right to make a complaint. This document outlines how our school will manage these complaints.

## What is a customer complaint?

See the Customer Complaints Management [framework](#) for more information.

A complaint is a customer complaint if the person is unhappy with the service or action of Brookfield State School or our staff, and directly affected by the service or action they are unhappy with. In our Brookfield State 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, including abusive, aggressive or disrespectful behaviour;
- providing a clear idea of the issue or concern and a possible solution;
- providing all relevant information when making the complaint;



- understanding that addressing a complaint can take time and that some decisions cannot be overturned; and
- letting us know if something changes, including if help is no longer needed.

See the [Resolving Issues Respectfully At School](#) factsheet for more information.

### **Complaints management process**

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

#### **i. Receive complaint**

The complaint should be made where the problem or issue arose. At Brookfield State School, we ask parents, carers, students or community members who would like to make a complaint to:

- a. Seek **Early Resolution** discuss your concern with your child's teacher or the staff member involved. It may be best to email the staff member involved or make a time to meet with them so that adequate time can be given to considering and discussing your concern.
- b. **Unresolved concerns:** when concerns remain unresolved after speaking with your child's teacher or the staff member involved, please contact the line manager for your area of concern:
  - Prep to Year 2 students – Deputy Principal Leah Cathcart
  - Year 3-6 students – Deputy Principal Katie Lewis
  - Students with disabilities – Inclusion Teacher Grant Stephens
  - Students with learning difficulties or requiring extension – Learning Support Teachers Anna Vella Prep to Year 3; Sarah O'Donoghue Years 4-6
  - Finance and Facilities – Business Manager
  - Human Resources – Principal Leanne Duncan
  - Overall school operations and remaining unresolved concerns – Principal Leanne Duncan

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.

#### **ii. 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 Customer Complaints Management [framework](#) provides guidance on response times.

#### **iii. 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.

For information privacy reasons, the department is unable to provide you with information about other people involved in your complaint.



### **Review options**

#### **i. Internal Review**

If the person who has made the complaint is dissatisfied with the outcome or the way we handled their complaint, they can contact the Metropolitan [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. Email: <mailto:MetroExecServices@qed.qld.gov.au> or Phone: 3028 8052

#### **ii. External Review**

Complainants can ask an external agency, such as the Queensland Ombudsman or Queensland Human Rights Commission, to review the department's handling of their customer complaint if they are dissatisfied, 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.](#)