



RIVERVIEW STATE SCHOOL



Riverview Compliments and Complaints Management Process

All Queensland Government departments are required to have a complaints management system in place. During the course of your child's school years, you may have cause to make a complaint about an issue or concern you have with their education.

The Department of Education, Training & Employment is committed to ensuring that all complaints are dealt with in a fair and equitable manner. There are processes and support networks in place to enable you and your child to work through any issues or concerns you may have. Parents, carers and members of the wider community have the right to make a complaint or raise any concerns at any time about the decisions or actions of a school. They are also welcome to provide compliments about the performance of a school.

To achieve an effective resolution for all parties, when making a complaint, you should ensure you:

- provide complete and factual information in a timely manner
- deliver your complaint in a calm and reasoned manner
- avoid making frivolous or vexatious complaints or using deliberately false or misleading information

Please be aware that complaints do not need to be made in writing to be taken seriously. Complaints can be made in person, in writing (via letter or email) or via phone. However, we do not appreciate receiving negative comments via social media at any time. Similarly, anonymous complaints are difficult to deal with as the school has no way of seeking further clarification and no-one to direct a response to in relation to the complaint.

When making a complaint, please clearly identify yourself, students who attend the school for whom you are responsible (this provides a context for the complaint) and provide full contact details so we are able to respond in a timely manner.

You should be aware that if you are making a complaint about a staff member, in most instances, the staff member will be told of the complaint and offered the right of reply.

Compliments and complaints are managed and stored electronically by the school, particularly when the request is for the review of a decision or action of the school. We pride ourselves on dealing with complaints in a timely and fair manner.

If you need to make a written complaint, contact details for all staff members are maintained on the school website, including staff email addresses. The Riverview front office number is 07 3816 6111, fax is 07 3816 1000 and the admin@riverviews.eq.edu.au email address will reach the administration team. A message can be left for teachers or members of the admin team with an admin officer on the front desk by calling the school phone number. Contact will be made by the admin officer with the relevant person as soon as possible to inform them of your call. Please note that teachers will generally not be interrupted in class time to accept messages.

To assist you with the complaints resolution process, please read the details below:

Complaint to Class Teacher

- Make an appointment with the teacher - email can be an effective way to do this and provides an opportunity for the teacher to consider your concerns and make preparations prior to the meeting
- Discuss your concerns rationally and calmly
- Work with the teacher to resolve the issue
- The teacher will record your concerns and report to the principal when the matter is resolved or if further assistance is needed
- Further assistance may include a meeting with the teacher and the principal or deputy principal
- Most issues can be resolved satisfactorily at this level

Complaint to Principal

- Make an appointment with the Principal/HOCSS
- The Principal may refer you to another member of the team if the matter relates to a particular area of school operations eg. Business Services Manager, HOCSS, PE teacher etc.
- If related to a P&C decision, the matter in the first instance will be taken to the P&C meeting and/or executive officers for resolution
- Work with the Principal and/or Nominated Party to reach a resolution
- Expect that if a resolution cannot be reached either the school or yourself may escalate the complaint to Regional Office

Complaint to Regional Office

- If satisfaction is not achieved at school level, the school or the complainant may choose to refer the matter to Department of Education, Training and Employment. The desk number for the Ipswich office is 07 3436 6222
- Complaints should be specific in nature and include steps taken to resolve the matter to date.
- All complaints to Regional Office should contain your full name and contact details so that the office is able to respond to you.
- Regional Office will report your complaint to the Principal and steps taken to resolve the issue.
- Please note: a call to Regional Office does not mean a decision will be reversed.

If satisfaction is not reached you have the option of taking your complaint to an external agency for an independent review. Contact details for the Office of Ombudsman are as follows:

Office of the Ombudsman

GPO Box 3314, Brisbane, Qld 4001

Email: ombudsman@ombudsman.qld.gov.au

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

Obviously we prefer to resolve any complaints at the local level, as soon as possible. We are committed to dealing with any complaint in a fair and equitable manner. We are also committed to providing you with the necessary support needed to resolve the issue. This may include having a support person to assist your participation in the process. We believe it is best when home and school works together, appreciating, supporting and respecting each other.

Compliments Management

Compliments directed to individuals or the school in general are celebrated and permission to share this feedback more widely is often sought. We appreciate feedback at all levels and believe it is an important mechanism for achieving even better outcomes.

We appreciate the additional effort taken by parents, students and community members to share positive feedback about Riverview State School. Our school's positive reputation is extremely important to us all.