



MOUNT TYSON STATE SCHOOL



Procedures for Complaint's Resolution

Mount Tyson State School is committed to ensuring that complaints are dealt with in a fair and equitable manner.

It is our aim to have fair and practical processes in our context to ensure that we:

- Acknowledge and respond to complaints in a timely manner;
- Monitor and report on the types of complaints made;
- Advise the complainants of the process of referring unresolved complaints to an appropriate level;
- Widely promote the complaints management process with stakeholders feedback being accepted willingly;
- Uphold fairness towards both complainants and employees throughout the complaint management process;
- Integrate complaint data into organizational improvement activities.

Process at Mount Tyson

Complaints with Teachers: This concerns a child's experience at school.

- Complaints should be made with the classroom teacher by appointment;
- Teachers should use their judgement. The parent may wish to complain or just require information or clarification;
- Solutions should be suggested and agreed upon if possible;
- The teacher makes a record of the complaint and reports the outcome to the principal.

Complaints to the Principal: This may concern an unresolved complaint with a teacher, a playground matter, or a general school matter.

- Make the complaint in person, with a phone call or via email (templates and contact details on the school web page);
- The complainant will receive a template to outline the complaint;
- The principal will investigate the matter and may seek advice from Regional Office;
- A timely appointment will be made to deal with the complaint or a letter will be sent to the complainant stating that there are no grounds for a complaint;
- The meeting will occur in a private place with a third person taking notes or via telephone with notes being taken;
- The principal has the right to end meetings and reconvene meetings if parties are in breach of "The Hostile Person's Policy Framework";
- The complainant will be provided with a copy of the meeting;
- The school will retain records of all meetings on One School.

Department of Education and Training Office: Parents have the right to discuss complaints with Department of Education and Training if they feel a resolution has not been reached.

- Our school is obliged to provide contact details to parents who wish to contact Regional Office;
- An appointment will be made when complaints come back to the school;
- The principal will further research the issues raised and if required seek clarification from Regional Office;
- The Meeting Processes outlined above will continue.



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Independent Review:

- Parents can process complaints with the Queensland Ombudsman and an independent review will occur.

Our School P&C

- Complaints about P&C tuckshop and P&C activities should be raised with the P&C President in the first instance;
- Unresolved complaints will be resolved by the principal applying the above processes.

Steph Graham-Smith

Principal

Mount Tyson State School