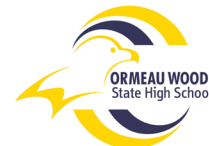


# Complaints Management Procedure

## Ormeau Woods State High School



As a parent/carer, student or member of the community, you can express dissatisfaction with the service or action of the Department of Education (the department) or its staff, including decision made or actions taken in a school and/or by the local regional office.

Ormeau Woods State High School is committed to responding to customer complaints in an accountable, transparent, timely and fair way that is compatible with human rights. Our complaints management procedure is underpinned by the department's [Customer Complaints Management Framework, policy and procedure](#) and the [internal review procedure](#) online.

Complaints are managed in following a three-step approach:

1. Early Resolution
2. Internal Review
3. External Review

Some matters need to be handled in a different way to school matters and will be referred to other areas in the department. These include Issues about harm, or risk of harm, to a student and complaints about corrupt conduct, public Interest disclosures; or certain decisions made under legislation. Complaints can be made anonymously; however please understand that it may limit how your complaint can be assessed and resolved.

### Step 1 - Early Resolution

#### Lodging a complaint

The best place to raise any concerns is at the point where the problem or issue arose. You can make an appointment to discuss your complaint with a child's teacher, Head of Year, Head of Department or principal. Complaints can be made in writing to [info@ormeauwoodsshs.eq.edu.au](mailto:info@ormeauwoodsshs.eq.edu.au) posted to 148 Goldmine Road Ormeau Qld 4208 or by contacting 5540 9222.

When lodging a complaint, your responsibilities include:

- Being respectful and understand that unreasonable conduct will not be tolerated by the school or its staff
- Clearly outline what the problem is, what you are unhappy about and your desired outcome
- Provide all relevant information when making a complaint and inform the school of any changes impacting on your complaint
- Understand that if the complaint is complex, it can take time to assess, manage and resolve.

#### Intake, Assessment & Timeframes

All complaints received by the school will be registered. This may include a record of contact in OneSchool or the details recorded in our Complaints Register. In most circumstances, your complaint can be resolved during your initial contact with the school. Your complaint will be assessed under the Customer Complaints Management Framework, and additional Information and clarification may be required. If we are unable to resolve in the first instance, we aim to resolve your complaint as quickly as possible, taking into consideration the complexity and timing of your complaint and the need to escalate if required.

As a guide, the following timelines for resolution are provided:

- Simple customer complaints may take up to 20 working days
- Complaints requiring further inquiry may take up to 45 working days
- Complaints requiring investigation and referral may take up to 90 working days or longer in some cases
- Complaints involving human rights issues will take up to 45 working days

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### Resolution and Communication of Outcome

All complaints will be advised of the outcome of assessment and the resolution. This should include a clear explanation of the final decision, any recommendation and any review options available to the complainant. Options for resolving a complaint may include:

- Providing an explanation to the complainant about the decision, action etc. and the reasons if not previously provided
- Dismissing the complaint (for example, if the decision complies with legislation, or policies or procedure of the government or department)
- Reaching a compromise solution
- Upholding the complaint and implementing a specific action, such as overturning a decision, giving an apology or providing a service not previously provided

### Step 2 - Internal Review

If the complainant is dissatisfied with the outcome of their complaint and/or the way the customer complaint was handled by the school, the complainant can request an internal review. This request should be submitted within 28 days of receiving the complaint outcome and must be completed in accordance with the [Internal review procedure](#).

### Step 3 - External Review

If an internal review is completed, and the complainant remains dissatisfied, they can seek an external review. The complaints officer must provide the complainant with details of external review agencies (such as the Queensland Ombudsman, Office of the Information Commissioner or Queensland Human Rights Commission) to assist the complainant to seek an external review. If an external review agency accepts the request and requests information from the department to enable an external review to be conducted, the complaints or internal review officer must record the external review request in the register.