

Complaints 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 all stakeholders-parents, carers, students and school staff is an essential part of us achieving this goal. We want to know what we are doing well, and receiving feedback, if there are any areas where we can improve or do things differently.

2. Purpose

Kenmore State High School appreciates and acknowledges that parents, carers, students and community members have a right to communicate politely and respectfully their view. This document outlines how Kenmore State High School will manage these issues when they arise.

3. What is a complaint by a stakeholder?

A complaint occurs if the person is not satisfied with the service or action of our school or staff, and is directly affected by the service or action they are dissatisfied with.

In our school, the person making a complaint will usually be a stakeholder- parent, carer, student or other school community member, but could also be anyone else directly impacted by something at our school.

Below is an outline of how these communications will be managed.

It should also be noted that 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.

4. Roles and responsibilities

Our aim is to treat everyone with respect, courtesy and fairness, and to act compatibly with human rights.

Our responsibilities include:

- following the stakeholders 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;
- giving us 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
- letting us know if something changes, including if help is no longer needed.

5. Complaints management process

At Kenmore State High School, our stakeholders complaints management process involves the following steps:

i. Receipt

The complaint should be directed to where the problem or issue arose. At Kenmore State High School, we ask parents, carers, students or community members who would like to make a complaint to either email principal@kenmoreshs.eq.edu.au or contact the school office to make an appointment to meet a member of staff, who will be most likely to address the issue with you.

The following information should be provided 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.

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 or communicated.

ii. Assessment and management

We will assign the issue to the most appropriate person and let you know who will be addressing this. 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 daily responsibilities and it may not be possible to make contact or resolve a complaint immediately. The person assigned will contact you and indicate that he/she will attend to this communication. Please be aware that as most staff members have tasks requiring them to be in classrooms or meetings every day, you can expect a reply within a few days. We endeavour to resolve these matters within 48 hours, however it may take longer. Your case manager will communicate this to you.

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.

6. Review options

If the person who has made the complaint is dissatisfied with the outcome or the way we handled their complaint, they can request that it is escalated to the assessor's supervisor. If this still results in dissatisfaction from the customer, they 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.

7. 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.](#)

8. Endorsement



Paul Robertson
Executive Principal



Kerry Schreiber
P&C Association President

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