Making a parent/carer complaint

Your concern

Early resolution
- Phone or e-mail the teacher
- Name what the key concerns are, respectfully and confidentially
- Concerns are noted on the School database by the teacher
- Teacher will follow up with the student concerned if appropriate
- If necessary ask for a face to face meeting with the teacher
- General notes of the meeting will be entered on the school database by teacher
- Other staff member may be present at the meeting where appropriate

Examples of when to contact the teacher regarding your child

Academic progress Participation Behaviour Physical /social development and wellbeing Specialised learning programs	Learning environment General student behaviour Non attendance Playground incidents

Was your complaint/ concern resolved?

YES

NO

Contact the school to make an appointment with the sector Deputy Principal to discuss your complaint/concern. If the complaint/concern is not resolved contact the school to make an appointment with the Principal.

Are you satisfied with the outcome or how the complaint/concern was managed?

YES

NO

Contact the North Coast Regional Office.

Email: northcoastregion@qed.qld.gov.au

Maroochydore Office

(07) 5352 9900 (option 4)

The North Coast Regional office Complaints Team will:

Conduct an internal review

If you are dissatisfied after the internal review, you may wish to contact the Queensland Ombudsman or the Queensland Human Rights Commission and ask for an independent external review.

Your responsibilities when making a complaint

You have a right to make a complaint to the Department; however, you also have responsibilities as a complainant to:

- be respectful and understand that unreasonable conduct will not be tolerated by school, regional or departmental staff

- clearly outline what the problem is, what you are unhappy about and your desired outcome