



COMPLAINTS

Intent

Merrimac State High School is committed to ensuring that all complaints are dealt with in a fair and equitable manner. There are processes and support structures in place to enable parents/carers and students to work through any issues they may have with services from the school.

Policy

Our aim with all complaints is to find resolution. Therefore, when making a complaint - and in the best interest of complaint resolution - the complainant should:

- Provide complete and factual information in a timely manner;
- Deliver the complaint in a non-threatening and non-abusive manner and
- Not make frivolous or vexatious complaints or include deliberately false or misleading information.

When a complaint is made about a staff member, in most instances the staff member will be told of the complaint and offered the right of reply.

Procedure

The following 5-step procedure may assist parents/carers and support staff to reach an outcome that is in the best interests of the student.

1. Discuss the complaint with the class teacher/Head of Department

When a complaint relates to an issue concerning a school experience, an appointment should be made with the relevant teacher as soon as possible through the school administration. The complainant may invite a support person to participate in the process. After discussion of the problem, both parent/carer and teacher should take steps to resolve the problem at this level. The teacher will make an electronic record of the complaint and outcome.

2. Discuss the complaint with the Deputy Principal

Where the teacher/Head of Department has been approached as above, but the issue remains unresolved, the Deputy Principal may be asked to participate in further discussion in an attempt to resolve the problem.



When a complaint is related to the school more generally, involving issues of school policy or its compliance or non-compliance, the complaint should be raised directly with the Deputy Principal or his/her delegate. For example, the principal may refer a complaint to a deputy principal or business services manager. The staff member will make an electronic record of complaints and work to resolve issues.

Complaints to the Deputy Principal may be lodged in person, by telephone, writing or via electronic format through office@merrimacshs.eq.edu.au

3. Discuss your complaint with the Principal

The Principal will deal with complaints involving the Deputy Principal, matters so severe as to warrant the Principal's immediate attention, or when previous issues remain unresolved.

Complaints to the Principal may be lodged in person, by making an appointment, by telephone, writing or an email to the.principal@merrimacshs.eq.edu.au . You may expect a response within 48 hours.

4. Contact District Office

When a complainant has discussed an issue with the Principal and still feels that the matter has not been resolved satisfactorily, contact should be made with the Regional Director, South Coast, who is the supervisor of the school and oversees activities of schools in this particular education district of Queensland.

Complaints may be lodged by telephone or in writing. They should be specific in detail and outline the steps taken to date to resolve the issue. The letter should be dated, signed and contain the complainant's full name and address. The district office will make a record of the complaint.

Anonymous complaints will only be acted upon if enough information is provided to allow for follow up with the Principal.

You can expect a response to your enquiry within 24 hours. The address and telephone number of the Education Queensland, South Coast district office is PO Box 557, Robina DC 4226, Ph: 5562 4888.

The district office will report back to the Principal the name of the complainant and the nature of the issue. Staff at the district office will assist in seeking resolution to the issue.

5. Independent Review

Once these processes have been followed, unresolved complaints can be lodged with the Queensland Ombudsman at:

Merrimac
State High School
Gold Coast, Australia



Office of the Ombudsman

GPO Box 3314, Brisbane, Qld, 4001

Email: ombudsman@ombudsman.qld.gov.au

Telephone: (07) 3005 7000

Toll Free: 1800 068 908

Fax: (07) 3005 7067