

BrisbaneSDE Complaints Policy

The Department of Education understands the importance of communication between school and parents. Parents/ Carers and community members play an important role in their student's education and a strong partnership between parents/carers and schools enriches the learning experience.

During the course of a student's school years, there may be cause to make a complaint about an issue or concern with their education.

At BrisbaneSDE, staff are committed to ensuring complaints are dealt with in a fair, equitable, transparent and timely manner. There are processes and support networks in place to enable parents/carers and students to work through any issues or concerns which may arise.

To achieve an effective resolution for all parties, when making a complaint, please:

- provide complete and factual information in a timely manner
- clearly outline the problem; what is the concern or issue and the desired outcome.

If the complaint is in regard to a BrisbaneSDE staff member, please be aware that in most instances, the staff member will be informed of the complaint and offered the right of reply. The complainant will also have the right to have a support person participate throughout the process.

Student-related issues

The following two-step procedure is to assist parents/carers and school staff to reach an outcome which is in the best interest of the student.

1. Discuss the complaint with the relevant staff member

If the complaint is with a student's teacher or relates to an issue concerning the student's experience at school, make contact with that teacher or staff member as soon as possible. Discuss the complaint with them and they may provide a solution.

The staff member will make a record of the complaint and report the meeting and outcome to the school administration.

The desired outcome is for the issue to be resolved at this level.

2. Discuss your complaint with the Head of Department

If after approaching the student's teacher or staff member your complaint remains unresolved, please make contact with their Head of Department to discuss the issue further.

School-related issues

If the complaint relates to general school matters, including issues of school policy and/or issues of compliance or non-compliance, please raise the complaint with the Executive Principal the.principal@brisbanesde.eq.edu.au.

A record of the complaint will be made and the Executive Principal, along with relevant stakeholders, will work together to provide a response.

Please note: BrisbaneSDE will not respond to any issues or complaints posted on social media platforms, for example, Facebook.

Further information

For comprehensive Department of Education policies regarding complaints:

<https://education.qld.gov.au/parents-and-carers/parent-participation>