

BrisbaneSDE Complaints Policy — School Matters

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

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

At BrisbaneSDE, we are committed to ensuring that all complaints are dealt with in a fair, equitable, transparent and timely manner. There are processes and support networks in place to enable you and your student to work through any issues or concerns you may have.

To achieve an effective resolution for all parties, when making your complaint, you should ensure you:

- provide complete and factual information in a timely manner
- clearly outline the problem; what you are unhappy about and your desired outcome
- deliver your complaint in a calm, reasoned and respectful manner.

You should be aware that if you are making a complaint about a staff member that, in most instances, the staff member will be told of the complaint and offered the right of reply. You also have the right to have a support person participate throughout the process.

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

1. Discuss your complaint with the relevant staff member

If your complaint is with your student's teacher or relates to an issue concerning your student's experience at school, make contact with that teacher or staff member as soon as possible. Discuss your complaint with them and give them an opportunity to suggest a solution. The staff member will make a record of your complaint and report your meeting and any outcomes to the school administration. Together, both of you should be able to resolve the problem at this level.

2. Discuss your complaint with the Head of Department / Manager

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

If your complaint relates to more general school matters, including issues of school policy and issues of compliance or non-compliance, you should raise your complaint via email to: communityengagement@brisbanesde.eq.edu.au. Our team will direct your complaint to the relevant person to resolve your issue. A record of your complaint will be made and we will work to provide a response.

Please note: Facebook is not an avenue for complaints and no staff member will respond to complaints through this method of communication.

For comprehensive Department of Education policies regarding complaints:
<https://education.qld.gov.au/parents-and-carers/parent-participation#making>