

Complaints Management Policy

Brisbane School of Distance Education values the importance of communication between school and parents. Parents and community members play an important role in students education and a strong partnership between parents and schools enriches the learning experience.

Introduction

At Brisbane SDE effective partnerships between parents, students, the community and our school are important to educational success. We are committed to ensuring all parents and students have their concerns dealt with in a fair and equitable manner and there are processes and support structures in place to enable parents and students to work through any concerns they may have.

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.

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
- deliver your complaint in a calm and reasoned manner

The following 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. Write down your concerns – it is often helpful to have information to refer to when making contact.
2. Email or phone the relevant staff member to discuss your concerns with a view to a positive outcome.
3. If a positive resolution is *not* reached the relevant staff member or yourself may refer the concern to their Head of Department / Manager or the appropriate officer on your behalf.
4. The Head of Department / Manager or appropriate officer will make contact with you re the concern as soon as possible.
5. As a member of our community you may also contact a Head of Department / Manager or appropriate officer if you feel resolution has not been reached however you are strongly encouraged to contact the relevant staff member in the first instance.

You can raise your complaint via email to: communityengagement@brisbanesde.eq.edu.au . Your complaint will be directed to the relevant Manager for follow up and resolution.

For comprehensive Department of Education and Training policy regarding complaints, please see <http://education.qd.gov.au/parents/making-a-complaint.html>.

Please note that Facebook or any other forms of social media are not avenues for complaints and no staff member will respond to complaints through this method of communication.