

GUIDING PRINCIPLE

Wherever possible, complaints should be resolved informally. Students should consider who would be the person most likely to have the information to assist them in resolving their concern.

RESOLUTION PRINCIPLES

- Action will not be taken without consulting the person who has complained
- Complaints will be handled with fairness
- Where possible, complaints will be resolved informally
- The rights of all parties are acknowledged and will be protected throughout the process
- The number of people involved in the resolution will be kept to a minimum in the interest of confidentiality
- Employees will maintain confidentiality at all times
- Parties have the right to representation
- Mediation and education will be emphasised, though formal procedures and disciplinary action may be required
- Victimisation of either party will not be tolerated
- Both parties retain the right to appeal against the outcome of the decision. The complaining student retains the right to lodge a complaint with an outside agency at any time
- All complaints will be responded to within a reasonable timeframe, preferably within two weeks. Students who lodge a complaint will be advised of the proposed timeframe for resolution

DISSATISFACTION WITH ASSESSMENT AND /OR RESULTS

In the first instance, the student should approach the relevant teacher and informally ask for a review of the result.

Should this not resolve the issue to the satisfaction of the student, the student should take this to the Head of Department.

Should this still not resolve the issue to the satisfaction of the student, the student can ask for the complaint to be dealt with by the Deputy Principal or Principal or the student may take it there themselves.

At any stage, the decision may take one of several forms, including, for example:

- Dismissing the complaint (with reasons provided)
- Supporting the complaint (including the course of action from such an outcome)
- Asking the student if they wish to re-sit the assessment (if the complaint is related to assessment)

WHAT THEN?

If the problem cannot be resolved within the school, you should contact the Education Queensland Gold Coast South District Office. All District Offices provide access to a Community Participation Officer or an officer responsible for parent liaison.

As part of this process, the Executive Director (Schools) may be notified and involved if needed.

Parents or caregivers may also wish to contact the Queensland Council of Parents' and Citizens' Associations (QCPCA) on 3262 3400 for help and support.

Both the QCPCA and District Office have access to the Office of State Schooling, which administers the operation of all Queensland State Schools, to resolve further issues if required.

**“MAY WE
HELP YOU?”**

From time to time, you may be concerned about your child at school or the operations of the school. These concerns may grow into bigger issues if you do not talk to the school staff about them. This document addresses the approach you may take to resolve such concerns and the manner in which the school may assist.

Where the word “student” is used in this document, it should be taken to read “student and/or that student’s parent/s or caregivers/s.”

This document is available for all students, parents or caregivers and staff members.

EDUCATION QUEENSLAND COMMITMENT

Education Queensland is committed to ensuring that all parents have their concerns dealt with in a fair and equitable manner and that there are processes and support structures in place to enable parents to work through any issues they may have.

SCHOOL COMMITMENT

Robina State High School is committed to:

- Providing a learning environment in which complaints, grievances and appeals are responded to promptly and with minimum distress and maximum protection to all parties involved; and
- Ethical and responsible management of complaints, grievances and appeals, transparency in decision-making processes and a visible, accessible and fair complaints process

STUDENT COMMITMENT

Robina State High School students have a responsibility to contribute to the achievement of a safe, productive and equitable learning environment. In particular, students have a responsibility to:

- Participate in the complaint resolution process in good faith
- Cooperate fully in any investigation process
- Assist the staff member/s handling the complaint to reach a satisfactory resolution wherever possible
- Avoid complaining about the same matter to several different people at the same time
- Avoid making complaints or counter-complaints that are unfounded

DISSATISFACTION WITH THE ACTIONS OF A PERSON/S IN THE SCHOOL COMMUNITY (INCLUDING ISSUES ABOUT ADMINISTRATIVE MATTERS)

The student should discuss the matter in the first instance with a teacher or staff member with whom they feel comfortable.

If the matter is of an administrative nature, is not considered particularly serious or where the complaint does not relate to allegations of unlawful behaviour, and the student feels comfortable to do so, the student should be encouraged to raise their complaint directly with the person concerned. Students can request the presence of a nominated staff member at this meeting.

Where the student does not feel comfortable about doing this, or where the matter is of a more serious nature, the student will be asked to put the complaint more formally and to identify the person about whom the complaint is being made.

The complaint should include:

- The name of the person/s or the matter about which the student is complaining
- What happened
- When it happened
- How the complainant feels
- What resolution is sought

If the matter is about another student, it will be handled by the Year Leader. If the complaint is about a member of staff, the Head of Department or the Administrative team will handle it. If the matter is about an administrative issue, the Dean of Students or the Dean of Studies will decide who is the most appropriate person to handle it.

Where the staff members in the above positions may have a conflict of interest in resolving the complaint, the complaint will be referred to another appropriate member of staff designated by the Principal.

Generally, the staff member will inform all parties to a complaint of the issues including the specific allegations made. All parties will be given the opportunity to respond to these allegations.

Issues of potential student harm, neglect or abuse, however, will be treated more confidentially than this.

Complaints will not be prejudged.

Students will be advised of the outcome of their complaint and the reasons for the decision made. The staff member responsible for dealing with the issue will provide this.

The outcome will be in keeping with the seriousness of the matter, which may include:

- A resolution process, through which the student gains a better understanding of the situation so that the concerns are addressed
- A mutually acceptable solution being reached
- The student receiving an apology and/or the issue or behaviour that was the basis of the complaint is modified
- In some cases, the complaint not being substantiated and no further action will result
- Significant breaches may result in detention, suspension, cancellation or exclusion (of student/s) or appropriate action taken by the Principal or employing authority (staff)

A complaint about the action/s of a person outside the school community but with whom a student comes into contact in the school's Vocational Education and Training program (e.g. in a work experience, traineeship or apprenticeship placement) is treated under the school's VET Policies and Procedures.