



# Customer complaints management

Park Ridge State High School is a dynamic and versatile learning space. We believe that it is our mission to support the natural giftings of learners, to prepare them for a constantly changing 21st Century world.

We are a community that values learning, integrity and teamwork and strive to achieve our vision: “Excellence in all we do.” We set high expectations of our staff and students and have created a culture that rewards hard work and effort.

We understand that intelligence comes in many shapes and forms, and that one student’s abilities may look very different to another. Providing a responsive education to meet our learner’s diversity is at the heart of our approach to education. We do this through the creation of multiple and authentic learning environments, linked to the real world.

## 1. Purpose

Park Ridge State High School appreciates and acknowledges that parents, carers, students and community members have a right to make a complaint. As a department, we welcome opportunities to improve our services and achieve our vision of equity and excellence in a high performing education system. This document outlines how PRSHS will manage these complaints.

## 2. What is a customer complaint?

A complaint is a customer complaint if the person is unhappy with the service or action of our school or our staff, and directly affected by the service or action they are unhappy with.

Some complaints must be managed using different processes. These include:

- issues about harm, or risk of harm, to a student attending PRSHS, which must be managed in accordance with the [Student protection procedure](#); and
- complaints about certain decisions made under legislation – refer to the department’s [Complaints and grievances management policy](#) for more information
- complaints about integrity or misconduct matters, which should be reported to the [Intake, Referrals and Partnerships team](#)



### 3. Roles and responsibilities

We treat everyone with respect, courtesy and fairness, and aim to act compatibly with human rights. **Our responsibilities** include:

- following the customer complaints management [framework](#) and [procedure](#) when managing complaints;
- resolving complaints promptly; and
- providing information about our processes, timeframes and any available review options.

**If someone makes a complaint, they also have responsibilities**, including:

- cooperating respectfully and understanding that unreasonable conduct will not be tolerated;
- giving us a clear idea of the issue or concern and a possible solution;
- providing all relevant information when making the complaint;
- understanding that addressing a complaint can take time; and
- letting us know if something changes, including if help is no longer needed.

### 4. Complaints management process

At Park Ridge SHS, our complaints management process involves the following steps:

#### i. Receipt

The complaint should be made where the problem or issue arose. We ask parents, carers, students or community members who would like to make a complaint to contact the school administration team as soon as reasonably possible by phone (3380 4111) or email ([info@parkridgeshs.eq.edu.au](mailto:info@parkridgeshs.eq.edu.au))

Please let us know if you need support to make a complaint or to understand this information. This includes if you:

- are deaf or hard of hearing;
- have difficulties speaking;
- use a language or dialect other than English; and
- need access to translator or interpreter.



When making a complaint, you have a responsibility to:

- provide information with as much detail as you are able, in a timely manner
- deliver your complaint in a nonthreatening manner
- not make frivolous or vexatious complaints or include deliberately false or misleading information.

In most instances, staff members are told of complaints made about them and offered the right of reply. A complainant also has the right to have a support person throughout the process. If your complaint relates to suspected official misconduct or criminal activity, then you should direct your complaint directly to the Crime and Corruption Commission or the Queensland Police Service.

If your complaint is with your child's teacher or an issue concerning your child's experience at school, you can discuss this directly with the teacher. If you would like to resolve the problem at this level, please contact the office and ask to be put in contact with teacher. The teacher will make a record of the complaint and report your meeting and any outcomes to the school principal. Where the teacher has been approached but the issue remains unresolved, please contact the office to make an appointment with the relevant Deputy Principal to discuss the issue further. If the issue remains unresolved, please make an appointment with the Associate or Executive Principals.

## ii. Assessment and management

We will examine the issue(s) raised and try to resolve the complaint. We aim to do this promptly, but understand that we have many other responsibilities and it may not be possible to make contact or resolve a complaint immediately.

## iii. Providing an outcome

Once we finish examining the complaint, we will let the person who has made the complaint know the outcome and any available review options.



## 5. Review options

If the person who has made the complaint is dissatisfied with the way we handled their complaint and/or if they believe the outcome is unreasonable, they can contact the [regional office](#) to ask for an internal review. An internal review is a process that examines if the complaint management process was appropriate and/or if the outcome reached was reasonable. Please note an internal review is not a re-investigation of the original complaint. A [Request for internal review form](#) should be completed and the request should be submitted to the regional office within 20 days.

There is also an external review option (for example, the Queensland Ombudsman or Queensland Human Rights Commission), which becomes available once the department's complaints process has been exhausted.

## 6. More information and resources

The following resources contain additional information:

- [Complaints and grievances management policy](#)
- Customer complaints management [framework](#) and [procedure](#)
- [Compliments and customer complaints website](#)
- [Instructions for uploading the school complaints process](#)
- [Making a customer complaint: Information for parents and carers](#)
- [Student code of conduct factsheet](#).

## 7. Endorsement



Sharon Amos

Executive Principal

