



Customer complaints management

1. Mission Statement

Cecil Plains P-9 State School is a proud member of our rural community and values our strong connections with its' families. We believe in providing our students with the opportunity to experience a wide range of activities, which enhance their learning, social, emotional, and physical development. Cecil Plains State School values behaviours and attitudes that provide positive outcomes for all, therefore, kindness, tolerance, respect, and encouragement to ourselves, our school and each other are at the core of our school beliefs. We strive to develop successful life skills in every child, encourage happy, involved, and active students, who take responsibility for their own learning and actions. Above all we aspire to build confidence in all children, so they develop the self-belief to be the best that they can be.

Thus, we are committed to fostering a school environment that is supportive, respectful, compatible with human rights and provides all students with opportunities to engage in quality learning. Effective partnerships with parents, carers, students, and school staff are an essential part of us achieving this goal. We want to know what we are doing well, but also if there are any areas where we can improve or do things differently.

2. Purpose

Cecil Palins P-9 State School appreciates and acknowledges that parents, carers, students, and community members have a right to make a complaint. This document outlines how Cecil Plains P-9 State School will manage these complaints.

3. What is a customer complaint?

A complaint is a customer complaint if the person is unhappy with the service or action of Cecil Plains P-9 State School or our staff, and directly affected by the service or action they are unhappy with.

In our school the person making a complaint will usually be a parent, carer, student, or other school community member, but could also be anyone else directly impacted by something at our school.

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

- issues about harm, or risk of harm, to a student attending a state school, which must be managed in accordance with the [Student protection procedure](#); and
- complaints about corrupt conduct, public interest disclosures, or certain decisions made under legislation – refer to the [Excluded complaints factsheet](#) for more information.

4. 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](#), [policy](#) 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.

5. Complaints management process

At Cecil Plains P-9 State School, our complaints management process involves the following steps:

i. Receipt

The complaint should be made where the problem or issue arose. At Cecil Plains P-9 State School we ask parents, carers, students, or community members who would like to make a complaint to; email the principal, email your child's teacher to make an appointment or contact the school office to book appointment with the principal. We accept anonymous complaints, however it is important to understand that this could limit how a complaint is assessed and resolved, and it may also prevent an outcome being provided.

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. *(Subject to any privacy law restrictions.)*

6. Review options

If the person who has made the complaint is dissatisfied with the outcome or the way we handled their complaint, they can contact the [regional office](#) to ask for an internal review. A [Request for internal review form](#) should be completed and the request should be submitted within 28 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.

7. More information and resources

The following resources contain additional information:

- Customer complaints management [framework](#), [policy](#) and [procedure](#)
- [Compliments, suggestions and customer complaints website](#)
- [Making a customer complaint: Information for parents and carers.](#)