



COMPLAINTS MANAGEMENT

PURPOSE

Miami State High School appreciates and acknowledges that parents, carers, students and community members have a right to make a complaint. This document outlines how Miami State High School will manage these complaints.

We are committed to ensuring that all complaints are dealt with in a fair and equitable manner. There are processes and support structures in place to enable parents/ carers and students to work through any issues they may have with services from our school. Our aim with all complaints is to find a resolution. Therefore, when making a complaint – and in the best interest of complaint resolution the complainant should provide complete and factual information in a timely manner; deliver the complaint in a non-threatening and non-abusive manner and not make frivolous or vexatious complaints or include deliberately false or misleading information.

WHAT IS A CUSTOMER COMPLAINT?

When a complaint is made about a staff member, in most instances the staff member will be told of the complaint and offered the right of reply.

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](#);
- 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](#)
- complaints related to privacy, which should be reported to the [Privacy team](#).

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.



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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.

COMPLAINTS MANAGEMENT PROCESS

At Miami State High School, our Complaints Management Process involves the following steps:

RECEIPT

The complaint should be made where the problem or issue arose. At our school, we ask parents, carers, students or community members who would like to make a complaint to

1. DISCUSS THE COMPLAINT WITH THE CLASS TEACHER/ HEAD OF DEPARTMENT

When a complaint relates to an issue concerning a school experience, an appointment should be made with the relevant teacher as soon as possible through the school administration. The complainant may invite a support person to participate in the process.

After discussion of the problem, both the parent/carer and teacher should take steps to resolve the problem at this level. The teacher will make an electronic record of the complaint and outcome.

2. DISCUSS THE COMPLAINT WITH THE DEPUTY PRINCIPAL

Where the Teacher/ Head of Department has been approached as above, but the issue remains unresolved, the Deputy Principal may be asked to participate in further discussion in an attempt to resolve the problem.

When a complaint is related to the school more generally, involving issues of school policy its compliance or non-compliance, the complaint should be raised with the Deputy Principal or his/her delegate. For example, the Principal may refer a complaint to the Associate Principal, Deputy Principal or Business Manager. The staff member will make an electronic record of complaints and work to resolve the issues.

Complaints to the Deputy Principal may be lodged in person, by telephone, writing or via electronic format through admin@miamishs.eq.edu.au

3. DISCUSS YOUR COMPLAINT WITH THE ASSOCIATE PRINCIPAL

The Associate Principal will deal with complaints involving a Deputy Principal, matters so severe as to warrant the Associate Principal's immediate attention, or when previous issues remain unresolved.



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Complaints to the Associate Principal may be lodged in person, by making an appointment, by telephone, writing or an email to principal@miamishs.eq.edu.au. You may expect a response within 48 hours.

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.

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.

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.

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 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.

MORE INFORMATION AND RESOURCES

The following resources contain additional information:

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

Endorsement

Effective date: Current
Review date: Annually