



Customer Complaint Management Procedures

Our purpose: With our Atherton High community, we provide exceptional education that enables success for all students.

Our vision: Every student succeeding

Our Values: We are respectful, we are responsible, we are successful

1. Purpose

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

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](#), [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.

4. Complaints management process

At Atherton State High School, our complaints management process involves the following steps:

i. Receipt

The complaint should be made where the problem or issue arose. At Atherton State High School, we ask parents, carers, students or community members who would like to make a complaint to email your child's teacher to make an appointment or contact the school office on 0740305222 to speak with a Deputy Principal or email the principal at principal@athertonshs.eq.edu.au.

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



How does the Atherton State High School manage my customer complaint?

Atherton SHS is committed to responding to customer complaints in an accountable, transparent, timely and fair way that is compatible with human rights. 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 immediate contact or resolve a complaint immediately however we aim to reply to all communications within two working days.

For customer complaints about school matters, you are encouraged to use the following three step approach:

- 1. Early resolution:** the best place to raise any concerns is at the point where the problem or issue arose. You can make an appointment at the school to discuss your complaint with your child's teacher or the principal. You are also welcome to lodge your complaint in writing or over the phone. You can also make a complaint through [QGov](#).

Check the school's website to find your school's complaints management process. The [schools directory](#) contains contact information for all schools.

The [regional office](#) may be able to assist you through this process, or provide you with advice.
- 2. Internal review:** if, after taking the early resolution step, you are dissatisfied with the outcome of your complaint or how the complaint was handled, you can ask the local [regional office](#) to conduct a review. You need to submit a [Request for internal review form](#) within 28 days of receiving the complaint outcome.
- 3. External review:** if you are dissatisfied after the internal review, you may wish to contact a review authority, such as the [Queensland Ombudsman](#) or [Queensland Human Rights Commission](#), and request an independent, external review.

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 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.

6. More information and resources

The following resources contain additional information:

- For information about how the department manages customer complaints you should refer to the [Customer complaints management framework](#), [policy](#) and [procedure](#) and the [Internal review procedure](#) online.

7. Endorsement

Ms Helen Carne
Principal

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Appendix 1 – Complaint Form

Has something gone wrong ? Tell us by filling in this form.

If you need help to fill in this form, you can hand it to a teacher, Head of Department, Deputy Principal, Principal or at reception.

Information about you:

First Name:	Last Name:
Your School:	Class:
Address:	Phone Number:
Email:	Best communication:
Tell us what happened. Who or what are you concerned with?	
Tell us where it happened: <input type="radio"/> Classroom <input type="radio"/> Playground <input type="radio"/> Online <input type="radio"/> Travelling to school <input type="radio"/> Travelling from school <input type="radio"/> Other _____	
Tell us when it happened: <input type="radio"/> Exact date and time <input type="radio"/> In the last week <input type="radio"/> In the last few weeks <input type="radio"/> More than a month ago <input type="radio"/> Unknown <input type="radio"/> Other _____	
Tell us what you want to happen now. What action will attempt to resolve your complaint?	
How can we contact you to discuss? <input type="radio"/> Phone <input type="radio"/> Email <input type="radio"/> Other _____	
What next? Give this form to someone you trust or email to school – principal@athertonshs.eq.edu.au or email to class teacher or HOD	

We will aim to resolve your complaint within a 7day period.