WATERFORD WEST STATE SCHOOL



CUSTOMER COMPLAINTS

AND COMPLIMENTS PROCEDURE

2024

Purpose

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

## What is a customer complaint?

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

In our school community, 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*](https://ppr.qed.qld.gov.au/pp/student-protection-procedure); and

Student protection procedure (click on) <https://ppr.qed.qld.gov.au/pp/student-protection-procedure>

* complaints about corrupt conduct, public interest disclosures, or certain decisions made under legislation – refer to the [*Excluded complaints factsheet*](https://ppr.qed.qld.gov.au/attachment/excluded-complaints-factsheet.pdf) for more information.

Student protection procedure (click on)

<https://ppr.qed.qld.gov.au/attachment/excluded-complaints-factsheet.pdf>

## 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](https://ppr.qed.qld.gov.au/attachment/customer-complaints-management-framework.pdf), [policy](https://ppr.qed.qld.gov.au/pp/customer-complaints-management-policy) and [procedure](https://ppr.qed.qld.gov.au/pp/customer-complaints-management-procedure) when managing complaints;

Complaints Management (click on) [framework](https://ppr.qed.qld.gov.au/attachment/customer-complaints-management-framework.pdf)

Complaints Management (click on) [policy](https://ppr.qed.qld.gov.au/pp/customer-complaints-management-policy)

Complaints Management (click on) [procedure](https://ppr.qed.qld.gov.au/pp/customer-complaints-management-procedure)

* resolving complaints promptly; and
* providing information about our processes, time frames and any available review options.

For example, the following timeframes may be adhered to:

* Subject to the complexity and nature of the customer complaint and when the complaint is received (for example, in school holidays), the complaints officer should aim to resolve the customer complaint within the following framework timeframes:
  + simple complaint: up to 20 days
  + complaints requiring some inquiry: up to 45 days
  + complaints requiring investigation and referral: up to 90 days, or longer in some cases
  + complaints involving human rights issues: up to 45 business days.

**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 Waterford West State School, our complaints management process involves the following steps:

### Receipt

At Waterford West State School, we ask parents, carers, students or community members who would like to make a complaint to

* Contact the school office on to make an appointment with your child’s teacher or relevant staff member/s or
* Email your child’s teacher to make an appointment or
* Email the Deputy Principal who oversees the year level your child is in

The following information should be provided when making a complaint:

* what happened, including when and where it occurred, and who was involved; and
* what outcome or solution you are seeking to address your issue or concern.

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](https://education.qld.gov.au/contact-us/state-schools-regional-contacts) to ask for an internal review. A [*Request for internal review form*](https://ppr.qed.qld.gov.au/attachment/customer-complaints-request-an-internal-review.docx) should be completed and the request should be submitted within 28 days.

Review Options

(click on) [*Request for internal review form*](https://ppr.qed.qld.gov.au/attachment/customer-complaints-request-an-internal-review.docx)

Review Options

(click on) [regional office](https://education.qld.gov.au/contact-us/state-schools-regional-contacts)

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](https://ppr.qed.qld.gov.au/attachment/customer-complaints-management-framework.pdf), [policy](https://ppr.qed.qld.gov.au/pp/customer-complaints-management-policy) and [procedure](https://ppr.qed.qld.gov.au/pp/customer-complaints-management-procedure)
* [Compliments, suggestions and customer complaints website](https://qed.qld.gov.au/contact/customer-compliments-complaints)
* [Making a customer complaint: Information for parents and carers](https://ppr.qed.qld.gov.au/attachment/making-a-customer-complaint-information-for-parents-and-carers.docx).

Review Options (click on)

[Making a customer complaint: Information for parents and carers](https://ppr.qed.qld.gov.au/attachment/making-a-customer-complaint-information-for-parents-and-carers.docx)

Review Options (click on) [Compliments, suggestions and customer complaints website](https://qed.qld.gov.au/contact/customer-compliments-complaints)

SUPPORTING DOCUMENTS:

<https://ppr.qed.qld.gov.au/attachment/customer-complaints-management-framework.pdf>

<https://ppr.qed.qld.gov.au/pp/customer-complaints-management-procedure>

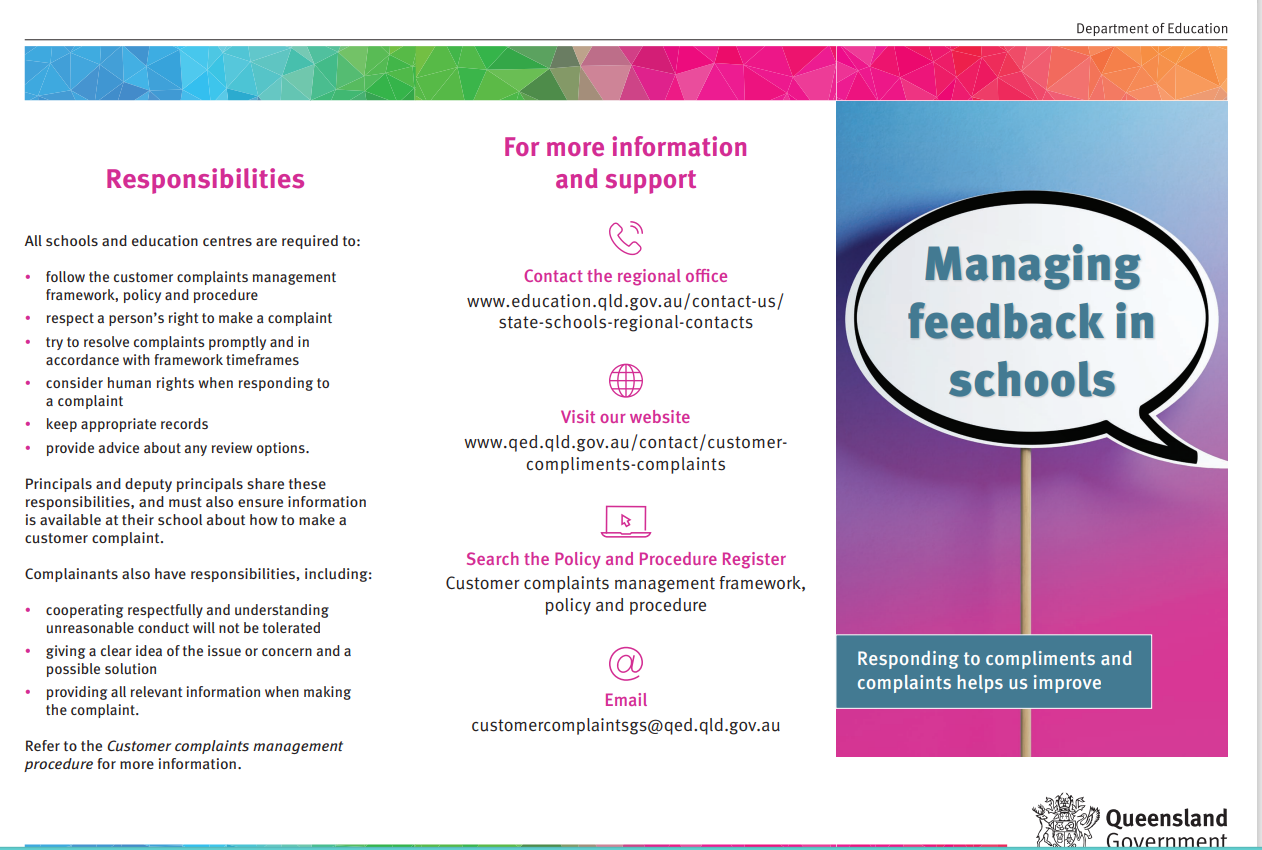
<https://ppr.qed.qld.gov.au/attachment/customer-complaints-management-procedure.pdf>

<https://ppr.qed.qld.gov.au/pp/customer-complaints-management-internal-review-procedure>

## Endorsement

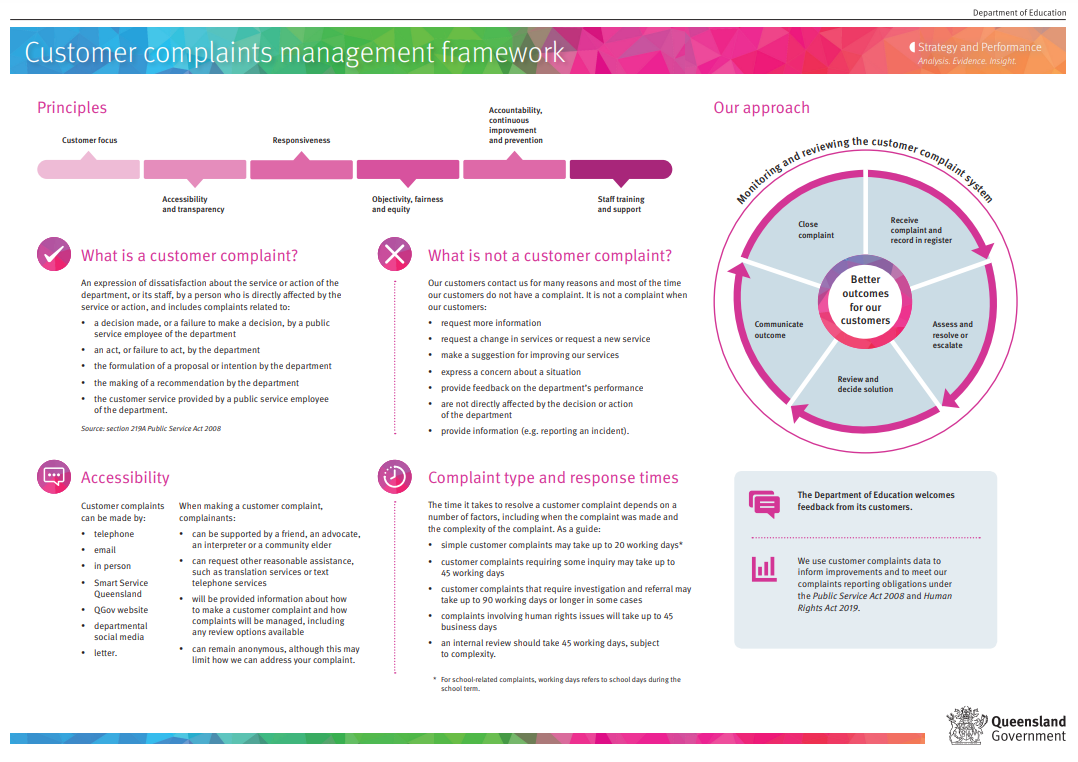
Principal: Deb Robinson P&C/School Council:

Effective date: 2024 Review date:



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