Thornton State School

Customer complaints management

1. Purpose

Thornton State School appreciates and acknowledges that parents, carers, students and community members have a right to make a complaint. This document outlines how Thornton State 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 Thornton State School or our staff, and directly affected by the service or action they are unhappy with.

In our Thornton State 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 Thornton State School.

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

- issues about harm, or risk of harm, to a student attending a state Thornton 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 Thornton State School, our complaints management process involves the following steps:

i. Receipt

The complaint should be made where the problem or issue arose. At Thornton State School, we ask parents, carers, students or community members who would like to make a complaint to either:

- email your child's teacher to make an appointment
- post your complaint in writing to the school:
  Thornton State School, 4 Thornton School Road, THORNTON QLD 4341
- Email the school: admin@thorntonss.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

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 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:

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

7. Endorsement

Principal

P&C/School Council

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