



Our Process

Our process for managing concerns or complaints.

There are generally four phases in managing a complaint or a concern, with the option of a fifth phase for review of a complaint or concern outcome.

In most situations these can be worked through quickly as one process.

Phase 1:

Receiving and clarifying the complaint

Phase 2:

Deciding how to handle the complaint

Phase 3:

Finding out about the concern or the com-plaint

Phase 4:

Making a decision

Phase 5:

Review

Contact Us

Phone

07 5480 6340

Email

admin@jamesnashshs.eq.edu.au
principal@jamesnashshs.eq.edu.au

Address

109 Myall Street,
Gympie 4570
Queensland

PO Box 492 ,
Gympie
Queensland



James Nash SHS Complaints Policy



What do I do if I have a complaint?

All members of our school community are encouraged to deal positively and sincerely with concerns or complaints as they are raised. We will listen and we will ask questions to make sure that we understand fully your concern or complaint.

What do I do if I have a complaint?

You can find the full version of our Complaints

Policy on our website:

<https://jamesnashshs.eq.edu.au/our-school/rules-and-policies>

This will explain each phase in detail, or you can ask one of our office staff for a printed copy for you to take with you.

Rationale

Educational success is dependent upon effective partnerships between parents, students and the school. Working together is a part of our strategic vision and at the heart of what we do each day at James Nash SHS. To achieve this partnership honesty, openness and trust are required. We need to be able to talk to each other when we have concerns, so that issues can be worked out. During the course of your child's education you may have concerns or complaints relating to our school. It is important to us that you share these concerns with us so that we can endeavour to put things right. We need to understand what the issues are and then be able to talk them through. As a result you may gain a better understanding of why we make particular decisions. Your feedback is important to us and your contribution can always help us improve our business.

Raising a complaint

James Nash SHS is committed to ensuring that all complaints are dealt with in a fair and equitable manner. We want to hear your concerns and we aim to deliver an education where open communication is a major part of our relationship with you and your family. If your complaint is with your child's teacher or relates to an issue concerning your child's experience at school, make an appointment with that teacher as soon as possible through the administrative office. Share the information you have about the problem with the teacher. Give the teacher an opportunity to tell you all he/she knows about the incident or problem. Together, both the parent/caregiver and the teacher should then take steps to resolve the incident or problem. Together, both parent/caregiver and the teacher should take the steps necessary to resolve the complaint at this level. The teacher will make a record of the concern or complaint and report your meeting and any outcomes to their supervisor. You can raise an issue with any member of our staff. Contact the office to make an appointment to see the relevant person.



When making the complaint or raising a concern, it is in the best interest of complaint resolution to ensure that you:

- provide complete and factual information in a timely manner;
- deliver your complaint in a non-threatening and non-abusive manner; and
- not make frivolous or vexatious complaints or include deliberately false or misleading information.



Please be aware that if you make a complaint about a member of staff, that in most instances the staff member will be told of the complaint and offered the right of reply.

You also have the right to have a support person participate in the process and may choose to access the assistance of an advocate, interpreter or a third party (as agreed between you and the Principal) when raising your concern or complaint. All members of our College community are encouraged to deal positively and sincerely with concerns or complaints as they are raised. We will listen and we will ask questions to make sure that we understand fully your concern or complaint. We will usually take notes to assist in following up your concern or complaint.



Our commitment to you

We are committed to listening to your concern or complaint and dealing with the issues you raise in a positive and supportive manner. We welcome all your feedback as it helps us learn how we can do things better for you. We will try to make sure that your concern or complaint is resolved quickly, however sometimes more complex issues take time to investigate thoroughly. We will always endeavour to ensure that you.