



# James Nash State High School

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## Putting Things Right

### Our Commitment to Positive Complaints Management at James Nash State High School

#### **Introduction**

Effective partnerships between parents, students and our school are important to educational success. One part of that partnership is trust and openness. We need to be able to talk to each other when we have concerns, so that those issues can be worked out. From time to time you may have concerns or complaints relating to our school. It is important that you share these with us. Perhaps we haven't explained something very well. We need to know so that we can put things right. Perhaps you don't agree with a decision. We need to talk the issues through. As a result you could gain a better understanding of why we made that decision. Or we may need to reconsider our decision. Your contribution can help us improve.

#### **How to make a Complaint**

We want to hear your concerns. We aim to provide a service that can be improved through your feedback. You can raise a concern with any member of our staff. Contact the school to make an appointment to see the teacher. Issues you think are serious should be raised with the administration (the Principal, Deputy Principal or an Assistant to the Principal). Our staff are encouraged to deal positively and sincerely with your concerns. They will listen. They will ask questions to make sure they understand. They may take notes to help in following up your concern. They will help you to take your concern to the right place.

#### **What you can expect**

There are usually four phases in handling a complaint. In many instances these can all be worked through quickly in one process.

#### ***PHASE 1 – RECEPTION***

- Try to state your concern calmly, clearly and courteously. Being aggressive will not help resolve the issue.
- Someone will listen to your concern and make sure they understand it.
- The teacher/administrator will summarise the main points. He or she will usually explain the school policy or procedure on the issue.
- He or she will work out an action plan with you: what he or she will do, what you should do, what your child should do and when you will talk again.
- He or she may deal with the complaint or refer it to another person.
- In many cases they should be able to resolve your concern straight away.

#### ***PHASE 2 – DECIDING HOW TO HANDLE THE MATTER***

- Some matters must not be handled at a local school level because they are so serious. They must be referred to Education Queensland's central office or the local district office.
- Other matters will need further investigation. In this phase a decision will be made about how a complaint will be handled.



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## ***PHASE 3 – FINDING OUT ABOUT THE MATTER***

- In this phase the person handling the complaint will try to find out all about your concern. They will try to understand the context and causes.
- You should help by providing all the information you can.
- They may need to talk to people to get a complete picture. As they do this they may begin to explore options to resolve the matter.
- You can help them by focusing on a positive resolution of the matter. Your information will be treated confidentially (but where the matter must be investigated by an external agency it will need to be passed on to it).
- You need to be aware that the person who is being complained about usually has the right to be made aware of the complaint.

## ***PHASE 4 – RESOLUTION***

- The person who is handling your complaint will use the facts that have been gathered to make a decision that is fair to all concerned.
- He or she will work to put things right for you and would appreciate your help to do this. He or she wants to make sure that you accept the resolution.