Grosmont State School and Education Queensland are committed to ensuring that all complaints are dealt with in a fair and equitable manner. These processes and enable parents/carers and students to work through any issues they may have at Grosmont State School.

If the complaint is about a staff member, in most instances the staff member will be advised of the complaint and offered the right of reply. The parent/carer also has the right to have a support person participate throughout the process.

The following 6-step procedure is the correct process of making a complaint at Grosmont State School.

1. Discuss your complaint with the staff member in question
   A) Make an appointment through the school office. State the reason for the appointment at this time.
   B) Provide complete and factual information in a timely manner
   C) Deliver your complaint in a non-threatening and non-abusive manner
   D) Not make frivolous complaints or include deliberately false or misleading information.

If not satisfied that the issue has been resolved following the initial meeting then-

2. Discuss your complaint with the Principal
   Make an appointment through the school office to speak with the Principal with regards to this matter.
   Once again complying with points (b) to (d) above

If your complaint is related to the school more generally including issues of school policy or its compliance directly with the principal following the same procedure as above.

If still not satisfied with the resolution of the problem, having given a reasonable amount of time for action to have been taken, then-

3. Advise the Principal who can contact a third party form DETE who can act as a mediator to facilitate a suitable outcome for all parties.
   This needs to be a person who is deemed suitable by both parties and can act in an unbiased way.

If still not satisfied with the resolution of the problem, having given a reasonable amount of time for action to have been taken, then

4. Contact District Office
The Executive Director School Improvement, who is the supervisor of the principal, can be contacted in writing or by telephone.

Your name and the nature of your issue will be reported back to the principal of your school. Complaints should be specific in detail, and outline the steps taken to date to resolve the issue.

If you have undertaken all of the above steps, in very serious cases, the following steps are the correct protocol:

5. Complaint still not resolved
   You have the right to make a complaint to the central office of Education Queensland.

If, as a parent/carer you feel that your issue has not been resolved through the district office process:

6. Independent review
   The Queensland Ombudsman provides an avenue for an independent review of the Department’s decision

A role for the Parents and Citizens' Associations (P & Cs)

Complaints about the services that are run or managed by the P & C at our school, e.g. uniforms, should be directed to the P & C in the first instance.

____________________  ____________________  ____________________
Miss Robyn Westman     Mrs Belinda Pennell      Mr Russell Simpson
Principal               P&C President            Assistant Regional Director