4. Contact District Office

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

action to have been taken, then.

This needs to be a person who is deemed suitable by both parties and can act in an unbiased

facilitating a suitable outcome for all parties.

3. Address the principal who can contact a third party DTE who can act as a mediator to

action to have been taken, then.

compliance directly with the principal following the same procedure as above.

If your complaint is referred to the school more generally including issues of school policy or is

Once again complying with points (b) to (d) above

this matter,

Whence an appointment through the school office to speak with the principal regarding to

2. Discuss your complaint with the principal

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

(a) Not make frivolous complaints or include deliberate false or misleading information;
(b) Provide complete and factual information in a timely manner;
(c) Deliver your complaint in a non-threatening and non-abusive manner;
(d) Make an appointment through the school office. State the reason for the appointment

1. Discuss your complaint with the staff member in question

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

person participating throughout the process.

Complainant and debtor the right of reply. The parent/Career also has the right to have a support

if the complainant is a staff member, in most instances the staff member will be advised of the

to work through any issues they may have at Crosmont State School;

Crosmont State School and Education Queensland are committed to ensuring that all complaints are

Complainants Policy 2014

Crosmont State School
should be directed to the P & C in the first instance.

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

Department's decision

The Queensland Ombudsman provides an avenue for an Independent Review of the

Process:

5. Complaint still not resolved

Correct protocol:

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

Issue.

Complaints should be specific in detail, and outline the steps taken to date to resolve the

Your name and the nature of your issue will be reported back to the principal of your school

contacted in writing or by telephone.

The Executive Director School Improvement, who is the supervisor of the principal, can be