



## COMPLAINTS POLICY

### Raising a Concern

Indooroopilly State High School values supportive partnerships between our community, students and parents/carers. At the core of all Indooroopilly State High School's decisions are our school values:

- Each person's dignity
- Our community's diversity
- Open communication
- Quality learning

These values underpin the school's approach to managing and responding to your concerns. From time to time, you may have concerns about our school and it is important that you share these with us so that we can put things right.

### How To Raise Concerns

Members of our school community can raise concerns and we encourage you to speak directly with the person whom you have the concern. To speak with a teacher, please contact the school office by phone on 3327 8333 or by email (Teaching Staff Contact List) <https://indooroopilly.eq.edu.au/our-school/our-staff>. Issues which you think are sensitive should be raised with the relevant Head of Year, Head of Department, Guidance Officer or Principal. Our staff have roles and responsibilities they adhere to when working through concerns. It is the intent of the school, where possible, to resolve matters at the first point of contact by sincerely listening and responding with positive intent.

### What To Expect When You Raise a Concern

#### Step 1: Initial contact

Please express your concerns calmly, clearly and respectfully. In many instances concerns can be worked through in a timely manner. Please provide all relevant information when raising a concern.

Staff will listen to your concerns and will make diligent attempts to understand your concerns. Staff will refer to school policies and procedures which are related to your concern and will attempt to resolve the concern. Staff will work out an action plan with you including what they will do, what you should do and what your student can do.

#### Step 2: Deciding how to respond to the concern

Most concerns will be handled at a school level, however in exceptional circumstances and/or due to sensitivity or seriousness, matters must be referred to the Department of Education's local district or central office. In general, however, concerns referred to these offices are directed back to the school for resolution.

#### Step 3: Investigating the concern

In this step, the person handling the matter will seek to better understand your concern. You can support this process by providing all relevant information and understanding that a complex matter can take time to investigate.

The person investigating your concern will speak with other people to get a complete picture and will begin to explore options to resolve your concern. You can help all concerned by focusing on a positive resolution to the matter. Your information will be treated sensitively, but if the matter needs to be investigated by an external agency it will need to be passed on.

In fairness, the person who is involved in your complaint will usually have the right to be made aware and will have the right to respond.



#### **Step 4: Resolution**

The person who is handling your concern will use the facts to make a fair and considered decision. We will work with positive intent to put things right and would appreciate your help to so this. We will always endeavour to make sure you understand what we are doing and why.

Indooroopilly State High School is committed to working with our community, students and parents/carers and dealing positively with concerns and complaints. Underpinning our investigation and resolution are our school values