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## Wilsonton State High School Complaints and Compliments Process

**Our undertaking:** Wilsonton State High School is a school that focuses on continual improvement.

We believe that we can develop and improve by putting energy into the school's strengths and openly and honestly acknowledging and addressing the challenges. The staff of Wilsonton State High School are committed to continually improving the quality of our services. We value your feedback, both positive and negative.

Compliments and constructive feedback are welcomed and encouraged. If you have noticed something that you believe the school should continue to develop or does well, please let us know. Compliments and Feedback can be provided via email, phone, in writing or in person at any time. It assists if you are specific about what you think and why, giving examples.

At some stage, you may feel that things are not going too well, be very upset over a recent major incident, or be increasingly concerned about an issue that does not seem to be getting any better. We value your feedback and will consider any issue that you raise with a solutions focus, and look forward to your participation in solving any issue that may be of concern.

Wilsonton State High School is committed to ensuring that all complaints are dealt with in a fair and equitable manner. There are processes and support structures in place to enable parents/carers and students to work through any issues they may have with the school.

When making a complaint, 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.

You should be aware that if you are making a complaint about a staff member, 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 throughout the process.

The information on the next page outlines who to contact at Wilsonton State High School to discuss concerns or complaints.

Mr Marcus Jones  
Principal  
20.2.19

Mr David van Tricht  
P & C President  
20.2.19

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*In most cases you will be raising a concern that can be dealt with by the school. You can use the following contact points to raise your complaint.*

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**1. Firstly, discuss your concern with the subject teacher or teacher concerned.**

If your concern relates to progress in class, relationships with others in the class, or homework issues, you can make an appointment with the class teacher by phoning the office as soon as possible. Share the information you have with the teacher and give the teacher the opportunity to tell you all he or she knows about the problem. Together, both parent/carer and teacher should then take steps to resolve the problem at this level.

The teacher will make a record of the complaint and report your meeting and any outcomes to the school Principal.

**2. Next, raise your concern with the Year Coordinator responsible for your child's year level or, if it is a subject related issue, discuss with the relevant Head of Department.**

Where the teacher has been approached as above but the issue remains unresolved, make an appointment with:

- the Year Coordinator- particularly for social issues with groups of friends;
- the Head of Department - if it is a curriculum issue.

**3. Make an appointment to see the Guidance Officer or Deputy Principal responsible for your child's year level.**

Where the teacher and also the Year Coordinator or Head of Department has been approached, as above, but the issue remains unresolved, make an appointment with:

- the Guidance Officer - particularly if there are emotional problems or career goals needing to be planned or;
- the Deputy Principal - if it is a curriculum issue or for other support of students.

**4. Contact the Principal**

You may wish to speak with the Principal if any issue remains unresolved to discuss the issues further. Alternatively, you may ask the Principal to act as a go-between in informal conflict resolution with a staff member, in attempt to resolve the problem.

If your complaint is related to the school more generally, including issues of school policy or its compliance or non-compliance, you should raise them directly with the Principal or his delegate. For example, the Principal may refer your complaint to a Deputy Principal or the Business Manager. The staff member will make a record of your complaint and work with you to resolve the issue.

It is always a good idea to ring ahead if you wish to see the Wilsonton State High School Principal in person: Phone: 4639 0444

**5. Contact your local education office**

If you have discussed your complaint with the Principal and still feel that you have not reached a resolution, you have the right to contact your local Department of Education and Training office.

Complaints may be lodged by telephone or in writing. Your complaint should be specific in detail and outline the steps you have taken to resolve the issue. Ensure your complaint includes your full name and address and that you have signed and dated it. It is also a good idea to keep a copy for your own records.

Addresses and telephone numbers of district offices are listed under the heading Education Queensland in the White Pages of your local telephone directory and are also available through the "Schools Directory" at [www.education.qld.gov.au/schools/directory](http://www.education.qld.gov.au/schools/directory) When you contact the district office you will be advised that your name and the nature of your issue will be reported back to the Principal of your school. Staff at the district office will assist in seeking resolution to the issue.