BRAY PARK STATE HIGH SCHOOL

COMPLAINTS POLICY

Any person wishing to make a complaint against the school concerning its conduct as a Registered Training or Educational Organisation, whether a complaint, appeal or other matter, shall have access to the complaints procedure. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

Complaints procedure

Persons with a complaint concerning the manner that the school conducts its responsibilities as a Registered Training or Educational Organisation, have access to the following procedure:

Informal complaint:

a. the initial stage of any complaint shall be for the complainant to communicate directly with the operational representative of the school, e.g. the teacher, who will make a decision and record the outcome of the complaint
b. person(s) dissatisfied with the outcome of the complaint to the teacher may then complain to the relevant Head of Department (HOD) or equivalent, who will make a decision and record the outcome of the complaint
c. person(s) dissatisfied with the outcome of the complaint to the relevant HOD may initiate a 'formal complaint'.

Formal complaint:

a. formal complaints may only proceed after the informal complaint procedure has been finalised
b. the complaint and its outcome shall be recorded in writing
c. on receipt of a formal complaint, the Principal or nominated representative shall investigate the complaint
d. the complainant shall be given an opportunity to present his/her case to the Principal and may be accompanied by one other person as support or as representation
e. the relevant staff member shall be given an opportunity to present his/her case to the Principal and may be accompanied by one other person as support or as representation
f. the Principal will make a decision on the complaint and/ or forward to Ethical Standards branch in Education Queensland.
g. the Principal will communicate the decision on the complaint to all parties in writing within 5 working days of making their decision.