4. Independent review

If you have not been able to resolve your concern through these formal processes, you can lodge your concern with the Queensland Ombudsman. The Ombudsman may be contacted at:

Office of the Ombudsman,
GPO Box 3314, Brisbane, Qld 4001
Email: ombudsman@ombudsman.qld.gov.au
Tel (07) 3005 7000 or Toll Free 1800 068 908 or fax (07) 3005 7067

The role for Parents and Citizens’ Associations (P&Cs)
It is understandable that parents or carers may sometimes feel overwhelmed when approaching a school or the department with a concern. While the Queensland Council of Parents and Citizens’ Associations Inc (QCPCA) does not advocate on behalf of individual parents or carers, individuals can request their own P&C to provide support in these circumstances. The P&C can in turn seek assistance from QCPCA to provide guidance in resolving the concern.
Concerns about services that are run or managed by the P&C at your school, for example, after school care or the tuckshop, should be directed to the P&C in the first instance.

Dan Nielsen - Principal

RAISING A CONCERN

Information for parents and carers

During the course of your child’s school years, you may have cause to make a complaint about an issue or concern you have with their child’s education.

The Department of Education and Training is committed to ensuring that all concerns are dealt with in a fair and equitable manner. There are processes and support networks in place to enable you and your child to work through any issues or concerns you may have.

To achieve an effective resolution for all parties, when raising a concern, you should ensure you:
• provide complete and factual information in a timely manner
• deliver your concern in a calm and reasoned manner
• avoid making frivolous or vexatious complaints or using deliberately false or misleading information.

You should be aware that if you are raising a concern about a staff member, that in most instances the staff member will be told of the concern and offered the right of reply. You also have the right to have a support person participate throughout the process.

The following 4-step procedure is in place to assist parents/carers, and school staff to reach an outcome that is in the best interests of the student.
1. **Discuss your concern with the class teacher**

If your concern is with your child’s teacher or relates to an issue concerning your child’s experience at school, make an appointment with that teacher as soon as possible through the school administration. Discuss your concern with the teacher and give the teacher an opportunity to suggest a solution. The teacher will make a record of your concern and report your meeting and any outcomes to the school principal. Together, both you and your child’s teacher, should be able to resolve the problem at this level.

2. **Discuss your concern with the principal**

If after approaching your child’s teacher your concern remains unresolved, make an appointment to see the school principal to discuss the issue further. Alternatively, you and the teacher may agree to ask the principal to act as a go-between in informal conflict resolution in an attempt to resolve the problem.

If your concern relates to more general school matters, including issues of school policy and issues of compliance or non-compliance you should raise your complaint directly with the principal or their delegate. The principal may refer your concern to a delegate such as the deputy principal or Business Services Manager. The staff member will make a record of your concern and work with you to come to a resolution.

Concerns to the principal may be lodged in person, by telephone, writing or via email. Principals’ email addresses can be accessed through the “Schools directory” at [www.education.qld.gov.au/schools/directory](http://www.education.qld.gov.au/schools/directory), select the relevant school then click on the email link.

3. **Contact your local education office.**

If you have discussed your concern 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. Concerns may be lodged by telephone or in writing. Your concern should be specific in detail and outline the steps you have taken to resolve the issue.

Ensure your concern 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.

Anonymous concerns will only be acted on if enough information has been provided to allow for follow up with the relevant principal.

When you contact your local education office a record will be made of your concern. You will also be advised that your name and the nature of your concern will be reported back to the principal of your school. Local office staff will then work with you and your school to seek a resolution.

Addresses and telephone numbers for the Department of Education and Training offices are listed in the White Pages of your local telephone directory and are also available through the Schools Directory at [www.education.qld.gov.au/directory/](http://www.education.qld.gov.au/directory/)