Customer complaints management

Our values

Mackay North State High School is committed to fostering a school environment that is supportive, respectful, compatible with human rights and provides all students with opportunities to engage in quality learning. Effective partnerships with parents, carers, students and school staff is an essential part of us achieving this goal. We want to know what we are doing well, but also if there are any areas where we can improve or do things differently.

Purpose

Mackay North State High School appreciates and acknowledges that parents, carers, students and community members have a right to make a complaint. This document outlines how Mackay North State High School will manage these complaints.

1. What is a customer complaint?

A complaint is a customer complaint if the person is unhappy with the service or action of Mackay North State High School or our staff and directly affected by the service or action they are unhappy with.

In our school, the person making a complaint will usually be a parent, carer, student or other school community member, but could also be anyone else directly impacted by something at our school.

Some complaints must be managed using different processes. These include:

- issues about harm, or risk of harm, to a student attending a state school which must be managed in accordance with the *Student protection procedure*; and
- complaints about corrupt conduct, public interest disclosures, or certain decisions made under legislation – refer to the *Excluded complaints factsheet* for more information.

2. Roles and responsibilities

We treat everyone with respect, courtesy and fairness, and aim to act compatibly with human rights.

Our responsibilities include:

- following the customer complaints management framework, policy and procedure when managing complaints;
- resolving complaints promptly; and
- providing information about our processes, timeframes and any available review options.

If someone makes a complaint, they also have responsibilities, including:

- cooperating respectfully and understanding that unreasonable conduct will not be tolerated;
- giving us a clear idea of the issue or concern and a possible solution;
- providing all relevant information when making the complaint;
- understanding that addressing a complaint can take time; and
- letting us know if something changes, including if help is no longer needed.

3. Complaints management process

At Mackay North State High School, our complaints management process involves the following steps:

i. Receipt

The complaint should be made where the problem or issue arose. At Mackay North State High School, we ask parents, carers, students or community members who would like to make a complaint to:

Email - complaints@mackaynorthshs.eq.edu.au

Phone - 49631666 identify your call is in relation to a complaint, you will be transferred to the officer who will direct your complaint to the correct faculty, program or person

Submit in writing - either post to PO Box 8333, Mt Pleasant Q 4740 or deliver to the school office

All complaints received are directed to one person who will then ensure the complaint is passed on to the relevant faculty, program or person.

The resolution timeframes suggested by Department of Education are:

- simple complaint: up to 20 days
- complaints requiring some inquiry: up to 45 days
- complaints requiring investigation and referral: up to 90 days, or longer in some cases
- complaints involving human rights issues: up to 45 business days

We accept anonymous complaints, however it is important to understand that this could limit how a complaint is assessed and resolved, and it may also prevent an outcome being provided.

ii. Assessment and management

We will examine the issue(s) raised and try to resolve the complaint. We aim to do this promptly, but understand that we have many other responsibilities and it may not be possible to make contact or resolve a complaint immediately.

iii. Providing an outcome

Once we finish examining the complaint, we will let the person who has made the complaint know the outcome and any available review options.

4. Review options

If the person who has made the complaint is dissatisfied with the outcome or the way we handled their complaint, they can contact the regional office to ask for an internal review. A *Request for internal review form* should be completed and the request should be submitted within 28 days.

There is also an external review option (for example, the Queensland Ombudsman or Queensland Human Rights Commission), which becomes available once the department's complaints process has been exhausted.

5. More information and resources

The following resources contain additional information:

- Customer complaints management framework, policy and procedure
- Compliments, suggestions and customer complaints website
- Making a customer complaint: Information for parents and carers.

6. Endorsement

Michelle Pole
Principal