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## PURPOSE

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At Mount Crosby State School, we appreciate parents, carers, students and community members who compliment us when they are happy with the service or performance of staff or the school. We also acknowledge that they also have a right to make a complaint. This document outlines how Mount Crosby State School will manage compliments and complaints.

## OVERVIEW

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Mount Crosby State 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 between 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.

### WHAT IS A CUSTOMER COMPLAINT?

A complaint is a customer complaint if the person is unhappy with the service or action of our school or staff, and are 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.

## RESPONSIBILITIES

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Both the school and complainant have the responsibility to work together cooperatively to enable complaints to be understood, investigated and resolved effectively.

### STAFF

Our school staff are expected to treat everyone with respect, courtesy and fairness, and aim to act compatibly with human rights. The responsibilities of the school and its staff include:

- Celebrating positive actions, effort and outcomes of members of our school community, including passing on positive feedback to those responsible;
- 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.

### PERSON IMPRESSED WITH EFFORT, SERVICE OR OUTCOME

Where a member of our school community is impressed with the efforts and/or service of staff and connection to the outcomes achieved for their child, it is appreciated that they take the time to acknowledge or compliment the staff member involved.



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STRONG AND SURE

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## PERSON MAKING COMPLAINT

If a person 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.

## COMPLIMENT AND COMPLAINTS MANAGEMENT PROCESS

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At Mount Crosby State School, our compliments and complaints management process involves the following steps:

### RECEIPT OF COMPLIMENT

Parents, carers, students or community members provide compliments or positive written or verbal feedback directly to the staff member or members concerned when impressed by their efforts, service and connection to their child's outcomes. Compliments provided to the Principal, another member of school leadership team or emailed to [admin@mtcrosbyss.eq.edu.au](mailto:admin@mtcrosbyss.eq.edu.au) will be passed onto the relevant staff member or members.

In the past, some parents, carers, students or community members have shown their appreciation by providing small gifts to staff members. Staff appreciate this, however positive feedback is sufficient recognition of our efforts.

### RECEIPT OF COMPLAINT

Complaints should be made where the problem or issue arose. At Mount Crosby State School, we ask parents, carers, students or community members who would like to make a complaint to either email [admin@mtcrosbyss.eq.edu.au](mailto:admin@mtcrosbyss.eq.edu.au) or visit the school office to make an appointment to meet with the principal or another member of school administration.

The following information should be provided when making a complaint:

- What happened, including when and where it occurred, and who was involved; and
- What outcome or solution you are seeking to address your issue or concern.

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.

### COMPLAINT 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.

### PROVIDING A COMPLAINT 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.



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## 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.

## INFORMATION PRIVACY STATEMENT

Mount Crosby State School values complainants' privacy. Information is only used for the purpose of responding to the complaint. Information will not be distributed to any third parties unless authorised or required by law.

## RELATED POLICIES AND PROCEDURES

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- Customer complaints management [framework](#), [policy](#) and [procedure](#)
- Customer complaints management - [Internal review](#)
- Customer complaints management - [Managing unreasonable complainant conduct](#)
- [Managing employee complaints](#)

## SUPPORTING INFORMATION AND RESOURCES

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The following resources contain additional information:

- [Compliments, suggestions and customer complaints website](#)
- [Making a customer complaint: Information for parents and carers.](#)

## POLICY APPROVAL AND REVIEW DATE

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This policy was approved on: 19 June 2020

This policy is due for review in: May 2022