



Compliments and Complaints

Information for parents and carers

During the course of your child's school years at Upper Mount Gravatt State School, there may be times you want to express a compliment or raise a complaint about an issue or concern you have with your child's education.

Individual compliments may be communicated personally, via teacher email or through the school email address. In the interests of staff and student privacy, complimentary remarks about our school or staff members in public forums should not identify individual students or staff members.

Upper Mount Gravatt State School is committed to ensuring that all complaints 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. Support can be provided for parents or carers who require an interpreter.

To achieve an effective resolution for all parties, ensure when making a complaint that you:

- provide complete and factual information in a timely manner
- deliver your complaint in a calm and reasoned manner
- avoid making frivolous or vexatious complaints
- avoid using deliberately false or misleading information.

You should be aware that if you are making a complaint about a staff member that, 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 following four-step procedure is in place to assist parents/carers and school staff to reach an outcome that is in the best interest of the student.

1. Discuss your complaint with the class teacher

If your complaint is about a teacher or relates to an issue concerning your child's experience at school, make an appointment with the teacher as soon as possible through the school administration. An acknowledgement of your request for an appointment will be provided within two working days of receiving the request. Discuss your complaint with the teacher and give them an opportunity to suggest a solution. The teacher will make a record of your complaint and report your meeting and any outcomes to the school principal or to a delegate. Together, both you and your child's teacher should be able to resolve the problem at this level.

2. Discuss your complaint with the deputy principal

If after approaching the teacher your complaint remains unresolved, make an appointment to see the school deputy principal to discuss the issue further. Alternatively, you and the teacher may agree to request the deputy principal attend a subsequent meeting in an attempt to resolve the problem.

If your complaint relates to general school matters, including issues of school policy and issues of compliance or non-compliance, you should raise your complaint directly with the deputy principal. Complaints related to students working with disabilities should be raised with the student services team. If related to finance, discuss directly with the business manager. The staff member will make a record of your complaint and work with you to come to a resolution.



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3. Discuss your complaint with the principal

Principal	Mr Derek Brady dbrad38@eq.edu.au
Deputy Principal	Mr Phillip Guy pguy6@eq.edu.au
Head of Curriculum	Ms Tracey Dillon tdill36@eq.edu.au
Business Manager	Mrs Michelle DeKock mdeko5@eq.edu.au

If after approaching the deputy principal or business manager your complaint remains unresolved, make an appointment to see the school principal.

Complaints to the principal may be lodged in person, by telephone, writing or via email. The school principal's email address is principal@upmtgravss.eq.edu.au

4. 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 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.

Anonymous complaints will only be acted on if enough information has been provided to enable follow-up with the relevant school principal.

When you contact your local education office a record will be made of your complaint. You will also be advised that your name and nature of your complaint 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 Metropolitan Region office:

Metropolitan Regional Office

Private Mail Bag 250
Mansfield DC Qld 4122
Phone: (07) 3028 8052

Email: MetroExecServices@det.qld.gov.au

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5. Independent review

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

Office of the Ombudsman

GPO Box 3314, Brisbane, Qld 4001

Telephone (07) 3005 7000 or

Toll Free 1800 068 908

Fax (07) 3005 7067

Email: ombudsman@ombudsman.qld.gov.au

6. The role of Parents and Citizens' Association (P&Cs)

Complaints about services that run or managed by the P&C should be directed to the P&C in the first instance.

Complaints relating to your child's education and well-being or to school policies and procedures should not be raised at a P&C meeting. These should always be referred to the school.