



# Concerns and Issues

## Information for parents and carers

During the course of your child's school years at Acacia Ridge State School, you may have cause to make a complaint about an issue or concern you have with their education.

Acacia Ridge 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.

To achieve an effective resolution for all parties, when making your complaint, you should ensure 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
- or 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 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 complaint with the teacher and give the teacher 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 your child's teacher your complaint remains unresolved, make an appointment to see the school deputy principal that supports your child's year level to discuss the issue further. Alternatively, you and the teacher may agree to ask the deputy principal to act as a go-between in informal conflict resolution 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, or the head of inclusion, if related to students with disabilities. 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.

### 3. Discuss your complaint with the principal

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@acaciaridgess.eq.edu.au](mailto:principal@acaciaridgess.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.



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Anonymous complaints will only be acted on if enough information has been provided to allow for 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 the 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 is as follows:

### Metropolitan Regional Office

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

Email: [MetroExecServices@det.qld.gov.au](mailto:MetroExecServices@det.qld.gov.au)

### ACACIA RIDGE STATE SCHOOL

#### EXECUTIVE LEADERSHIP TEAM 2021

POSITION	NAME
Principal	Mr Michael Lobb
Deputy Principal	Mrs Tara Griffin
Guidance Officer	Mrs Donna Bovey
Business Manager	Mrs Leeanne Pedemont

## 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](mailto:ombudsman@ombudsman.qld.gov.au)

## The role of Parents and Citizens' Associations (P&Cs)

Complaints about services that are run or managed by the P&C at your school, for example outside school hours care or the Tuckshop, should be directed to the P&C in the first instance.

*Complaints that are 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.*