Would you like to make a complaint?

Our undertaking: Kawana Waters State College is a school that focuses on continual improvement. We know that we are not perfect; we are real.

We believe that we can develop and improve by putting energy into the school's strengths and openly and honestly acknowledging and addressing the challenges.

At some stage, you may feel that things are not going too well, be very upset over a recent major incident or be increasingly concerned about an issue that does not seem to be getting any better.

You are not making trouble by making a complaint. Sometimes people think that if they make a complaint, then they will be thought of badly or their kids will become the focus for increased attention. That is not what we want to see happening at Kawana Waters State College. We will look at any issue that you raise in a problem-solving way and look forward to your participation in solving any issue that may be of concern to you.

Kawana Waters State College is committed to ensuring that all complaints are dealt with in a fair and equitable manner. There are processes and support structures in place to enable parents/carers and students to work through any issues they may have with the School.

When making a complaint, it is in the best interest of complaint resolution to ensure that you:

- provide complete and factual information in a timely manner
- deliver your complaint in a non-threatening and non-abusive manner and
- not make frivolous or vexatious complaints or include deliberately false or misleading information.

You should be aware that if you are making a complaint about a staff member, 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.

**Serious Issues**

If your complaint relates to suspected official misconduct or criminal activity then you should make your complaint directly to the Crime and Misconduct Commission or the Queensland Police Service.

In most cases, you will be raising a concern that can be dealt with by the school. You can use the following contact points to raise your complaint.

What should you try?

**1. Discuss your concern with the subject teacher or teacher concerned.**
If your concern relates to progress in class, relationships with others in the class or homework issues, you can make an appointment by phoning the office as soon as possible. Share the information you have with the teacher and give the teacher the opportunity to tell you all he or she knows about the problem. Together, both parent/carer and teacher should then take steps to resolve the problem at this level.

The teacher will make a record of the complaint and report your meeting and any outcomes to the campus principal.

2. Try talking with the Year Coordinator, Guidance Officer or Deputy Principal responsible for your child’s year level.

Where the teacher has been approached as above but the issue remains unresolved, make an appointment with:

• the Year Coordinator - particularly for social issues with groups of friends;

• the Guidance Officer - particularly if there are emotional problems or career goals needing to be planned or;

• the Head of Department or Deputy Principal - if it is a curriculum issue.

3. Contact the Campus Principal

You may wish to speak with the Principal if any issue remains unresolved to discuss the issues further. Alternatively you may ask the Principal to act as a go-between in informal conflict resolution with a staff member in attempt to resolve the problem.

If your complaint is related to the school more generally including issues of school policy or its compliance or non-compliance you should raise them directly with the Campus Principal or her delegate. For example, the Principal may refer your complaint to a Deputy Principal or the Registrar. The staff member will make a record of your complaint and work with you to resolve the issue.

You can contact by phone: 54933388 (for issues for both campuses), fax: 54933004 (for issues from both campuses).

It is always a good idea to ring ahead if you wish to see the College Principal in person. The College Principal is at Kawana Waters State College Secondary Campus

You can also lodge your concern by completing the form below and submitting it electronically.

Comments that use inappropriate language are filtered by the Education Queensland internet server and investigated. Breaches of the Telecommunications Act are referred to the Queensland Police Service and the school is informed of the details of the email.

Lodge your complaint to the College Principal here...
Would you like to give some feedback, have some additional Information sent home or have someone contact you for an appointment?

Tell us what you think about our web site, our school, our programs, or anything else that comes to mind. We welcome all of your comments and suggestions.

Please complete the following details.

Name:

E-mail:

Campus:

Enter Your Message:

**4. Talk with Regional Office**

If you have discussed the issue with the College Principal and still feel that your complaint has not been addressed, you have the right to contact the Assistant Regional Director who is the supervisor of the Principal and oversees activities of schools in that particular education district of Queensland.

Complaints can be lodged by telephone or writing. Complaints should be specific in nature and outline steps taken to try to resolve the issue at the school. Remember to date your letter, give your full name and address and sign it. The district office will make a record of the complaint.

Anonymous complaints will only be acted upon if enough information is provided to allow for follow up with the College Principal.

Sunshine Coast North Region: 54708900
5. Still not resolved?

If, as a parent/carer you feel that your issue has not been resolved through the district office process, you have a right to make a complaint to the central office of Education Queensland.

Parents/carers may choose to progress their complaint in writing to the Deputy-Director General Education Queensland. The Office of Education Queensland will seek to assist the resolution of your complaint through referral to:

• the Assistant Regional Director for further action or

• to another department unit for appropriate action.

The Office of Education Queensland can be contacted at:

Education Queensland, PO Box 15033, CITY EAST, Qld 4002

Tel (07) 3237 0618 or fax (07) 3221 4953

6. What can the P&C do?

It is understandable that parents/carers may sometimes feel overwhelmed when approaching a school or the department with a complaint. The QCPCA does not advocate on behalf of individuals 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 complaint.

Complaints about services that are run or managed by the P&C such as the canteen, text book hire, or uniform shop should be directed to the P&C in the first instance.

Final opportunities

You can also contact the Office of the Ombudsman for independent review of the department’s decision.

GPO Box 3314, Brisbane, Qld 4001

Tel: (07) 3005 7000 or Toll Free 1800 068 908