

## Roadvale State School

### *Why publish a policy on Handling Complaints?*

*We have a good school that has a productive partnership with its parent body and community. Effective partnerships between parents, students and our school are important to educational success.*

*One part of that partnership is trust and openness. We need to be able to talk to each other when we have concerns so that those issues can be worked out.*

*From time to time you may have concerns or complaints relating to our school. It is important you share these with us.*

*Perhaps we haven't explained something very well. We need to know so we can put things right.*

*Perhaps you don't agree with a decision. We need to talk the issues through.*

*As a result you may have better understanding of why we made that decision. Or we may need to re-think our decision. Your contribution can help us improve.*

*Remember that we are all working together for the benefit of all of the children of Roadvale State School. This is the main focus of all decision making.*



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# Roadvale State School

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## Complaint Handling Policy



Problem Solving Strategies

**IT IS ALWAYS IMPORTANT TO MAKE AN APPOINTMENT BEFORE TRYING TO TALK TO SOMEONE ABOUT AN IMPORTANT ISSUE. IN THIS WAY THE OTHER PERSON CAN BE PREPARED FOR THE MEETING AND GIVE YOU THEIR UNDIVIDED ATTENTION.**

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**Step 1**

Something has happened about which you need more information.

Something has happened with which you don't agree.

1. Speak with the person to whom the complaint directly relates.
2. Have an open mind. What you hear second-hand may be exaggerated or incorrect.
3. Make an appointment. Important issues cannot be discussed on the spur of the moment.
4. Approach the issue from a positive perspective. ie Solve the problem, don't blame anyone.
5. Discuss all of your concerns and listen to the answers the other person gives.
6. Be prepared to admit that you have made a mistake. (we're all human).
7. Be prepared to compromise.
8. Agree to a future plan of action that might prevent a similar situation occurring again. (it is often a good idea to write this down!)

- Avoid procrastination. It is best to deal with a problem as quickly as possible.
- Avoid ignoring the situation as it may happen again.
- Avoid blaming anyone; they will only become defensive.
- Avoid interrupting the other person when they are speaking.
- Avoid being aggressive , the purpose is to solve a problem, not alienate the other person.
- Avoid becoming negative and threatening.
- Avoid discussing the problem in front of the children.

**Step 2**

You have tried the above and are still not happy.

Contact the Principal who will act as mediator and set up a meeting between the two parties.

Don't skip step 1.

**Step 2 b**

The situation troubling you relates to the Principal.

Contact the Principal as you would for any other person.

Don't skip step 1.

**Step 3**

You have spoken with the person concerned and then the Principal and you are still not happy.

Advise the Principal that you wish to take the matter further. The Principal will locate an outside mediator or Education Queensland Official to assist in dealing with the problem.

Don't skip steps 1 and 2.