



**Windsor
State School**

Knowledge is Power

Working Things Out

**Our Commitment to
Positive Complaints
Management**



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Working Things Out

**(A process for addressing con-
cerns or complaints at Windsor
State School)**

Schools are complex organisations where children, parents/carers, teachers, teacher aides, school staff and administrators work together for the benefit of children's learning and welfare.

Many decisions are made every day. These decisions are made within the context of an organisation where the following is valued:

Quality teaching and learning
Respect
Consideration
Care
Personal Responsibility
Confidentiality
Effective communication

Sometimes a parent or carer may not understand or may disagree with a decision that has been made in relation to his/her child or is unhappy with something that has happened at school.

It is important that when such situations occur parents/carers raise the issue promptly with the appropriate member of the school staff so that the issue can be worked out.

Issues are better dealt with early rather than waiting to see if the matter will disappear.

If a parent or carer has concerns about something, we need to know so that we can respond appropriately. Sometimes more information or clarification can resolve an issue quickly.

At other times we may need to change a decision or take further action.

We will only be able to work things out by talking things through calmly, respectfully, openly and in a spirit of doing what is in the best interest of firstly, your child, but also considering the interests of other students, parents, staff, the school and Education Queensland.



A process to follow:

- In the case of an issue within the classroom, the appropriate person, in the first instance, is your child's teacher. Teachers have professional responsibility for teaching and learning and management of children in the classroom. They will be able to explain any decision they have made and take your opinion into consideration.
- To discuss an issue with your child's Teacher, make an appointment by contacting the school office (3866 4333) or email the teacher directly to organise a mutually suitable time. By making an appointment, this will ensure your child's teacher can give your concerns his/her full attention.
- If the complaint or concern relates to something outside the classroom, the appropriate person to contact is the Principal or Deputy Principal. To make an appointment to see the Principal or Deputy Principal, contact the school office (3866 4333).
- At the interview, clearly and calmly explain your concern and your reasons for the concern.
- The person with whom you are raising your concern may ask questions and take notes so the issue is clearly defined and recorded.
- The complaint/concern may need further investigation. Agree on a date by which the investigation will be completed and how follow up communication will occur between you and the person to whom you have taken your complaint.
- Agree on any decisions that are made or action that is to be taken, by whom and when. Record these in writing if necessary.

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If you are unable to work it out at this interview or you are unhappy with the outcome, phone the school office to make an appointment to raise the issue with the Principal. The process in Step 2 will be repeated.

If you are unable to work it out satisfactorily with the Principal, the next step is to raise your concern with staff at Brisbane Central and West District Office. Appropriate contacts are:

Principal Advisor Education Services
Ph: 3350 7841

Community Liaison Officer
Ph: 3350 7868

These contacts can also provide advice on Education Queensland policy.



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