MARSHALL ROAD STATE SCHOOL
COMPLAINTS MANAGEMENT PROCEDURE

We believe that positive partnerships with members of our school community are fundamental to the effective performance of our students. From time to time you may have a concern about a school matter or there may be a decision you cannot understand or with which you have concerns.

If you have an issue or concern about any matter we invite you to make an appointment to come and talk the matter over with us. These matters may include your student’s performance, our performance, school decisions or procedures. It is important to resolve the matter quickly.

We are committed to listening to you positively and to working with you to resolve matters so that we can improve our school and enhance our students’ learning.

HOW TO MAKE A COMPLAINT

The first step is to raise your concerns and attempt to resolve the matter with the person with whom you have the concern. If, after doing this, your concerns have not been resolved you are invited to lodge your complaint by contacting a member of the Administration.

MANAGING YOUR COMPLAINT

We prefer to discuss your concerns in person as that allows us to get a greater understanding of your concerns and allows us to provide details of our policy or procedures should they be required. However, we can also do this in writing (letter or email) or over the phone if this is more convenient for you.

If the complaint requires further investigation (collecting and analysing information, speaking to or consulting other people) and isn’t resolved at the first point of contact, we will acknowledge the complaint within five working days by telephone, in person, by email or in writing.

After investigating fully we will notify you of the outcome of your complaint in writing which will also include the reasons for any decision made. You will also be notified in writing if your complaint has been referred to an internal or external agency.

UNRESOLVED COMPLAINTS

If, after you have met with us, you feel your complaint has not been resolved you have the right to contact Metropolitan Regional Office. (Phone: 30288052)