

## Complaint to Calamvale Community College

- Before you lodge a complaint
- The complaint process
- How to lodge a complaint
- What happens when you lodge a complaint
- Resolving your complaint
- Withdrawing a complaint
- What if I'm unhappy with the way my complaint is being handled?

### Before you lodge a complaint

Is your complaint or concern regarding a dispute with the processes of the College or the conduct of an individual on staff at the College.

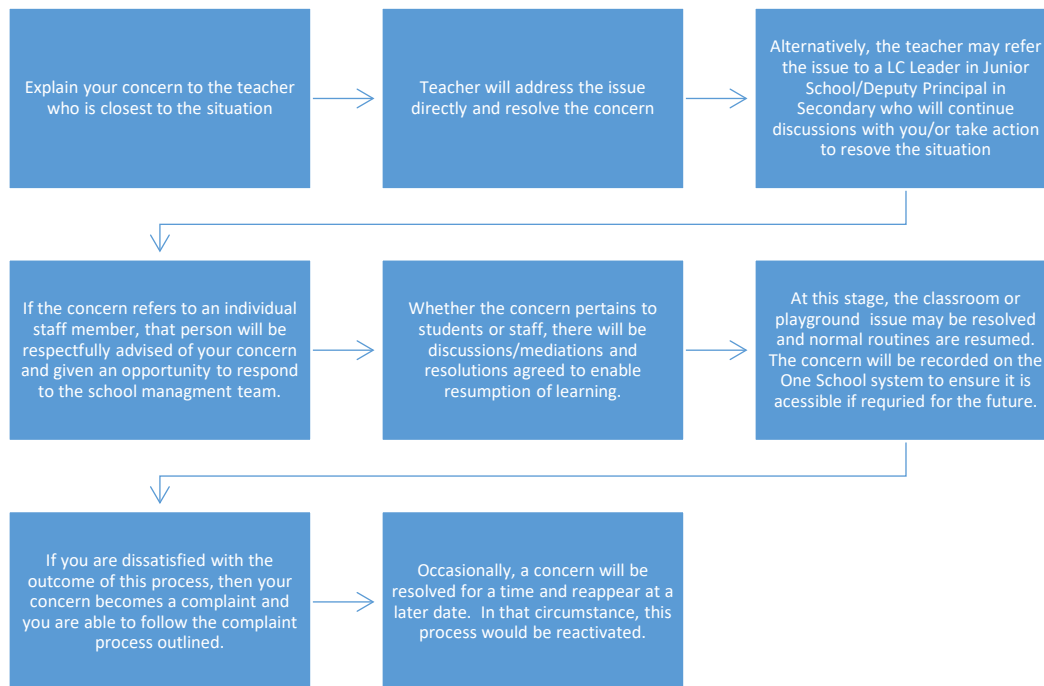
A complaint is made when you disagree with a decision made within the College which affects you or your family or when you have a concern or are dissatisfied with the conduct of a member of staff.

If you have a complaint or concern about your child's learning, interactions with their teacher(s) or other students then we encourage you to direct your concern in the first instance in the following way:

Contact the teacher most closely involved directly and talk through your concerns.

If you are unable to speak with the teacher then contact your student's Learning Community (LC) Head of Department (Junior School) or Year Level Deputy Principal (Secondary School) either by telephone, email or request an appointment for a meeting. The LC Leader/Deputy Principal will either address your concern and assist to resolve the situation, or bring it to the attention of the Head of School who will advance the issue for you. Please be as calm as you can and clearly outline the issue with the staff member, understanding that they may have no knowledge of this situation or there may be a broader context into which your situation feeds.





## The complaint process

If it's not possible to sort out the concern through the outlined process, or you try to and it doesn't work, the next step is to make a formal complaint to the College.

### How much time do I have to complain?

We ask that you lodge your complaint as promptly as possible, preferably within the week the event occurred and certainly within the fortnight. Beyond that time, unless there has been ongoing interaction, it becomes difficult to respond with clarity.

### Who can make a complaint?

- A student
- A parent or carer either in their own right or on behalf of their student
- A member of staff

### Does the person I am complaining about have to know who I am?

Yes. The person or people you are complaining about will have to know about your complaint and who you are. The College can only help to resolve complaints if we get all perspectives, and this means all the people involved must know what has been said about them.

### Who else will know about my complaint?

Your complaint will be kept confidential to the parties to the complaint, that is you and the respondent(s), as well as member of the leadership team managing the complaint. This applies from the time you contact us right through the conciliation process. It is best that you don't talk about your complaint to anyone who does not need to know. We also ask staff and students you have



complained about not to talk to other parties who are not involved. This gives both sides a better chance of resolving the issue to a workable conclusion.

## **Circumstances following a complaint made to the College are unacceptable.**

If you or your student feel that you are treated unfairly because you complained to the College, you should talk immediately to a member of the administration team.

## **How to lodge a complaint**

A complaint to the College must be in writing. You can email, post or fax your complaint letter to the College, or deliver it to the front desk. The contacts for this are as follows:

**Email:** [admin@calamvalecoll.com.au](mailto:admin@calamvalecoll.com.au)

**Post:** PO Box 1653, Sunnybank Hills 4109

**Fax:** 37126300

**Street address:** 11 Hamish Street, Calamvale

Please note that a copy of your complaint and any information you send to the College will be sent to the person or department you are complaining about.

A complaint can be written in mother-tongue language if this is a preferred option. If you need help to make a written complaint, you can ask a friend or relative or someone at your local community centre to write down what you want to say and you can sign it.

If this is not possible, you can record your complaint on a voice memo (make sure that you include the same details that you would have put in a letter or on the complaint form) and send it to the College. If you do this you must also send us a short covering letter that says:

'I [your name] wish to make a complaint of [insert grounds] against [insert name of person] and the details are in the voice recording. [Your signature]'

Below are some tips for writing a complaint letter.

## **Writing a complaint letter**

A complaint letter needs to be addressed to the Principal of the College

You should include the following information:

- Your name, address, email address, telephone/fax number(s) and signature.
- The name of the person/department you wish to complain about.
- Who was involved and if you can, their names and their positions.
- What happened (date) and what you did about it at the time. Include the name and position or job title of any person to whom you reported your concerns.
- Where it happened.
- When it happened, as closely as you can remember.
- The grounds for your complaint.



Calamvale Community College 11 Hamish Street, Calamvale QLD 4116 - Ph 07 3712 6333 - Fax 07 3712 6300

[admin@calamvalecc.eq.edu.au](mailto:admin@calamvalecc.eq.edu.au) - [www.calamvalecc.eq.edu.au](http://www.calamvalecc.eq.edu.au)

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- Include any evidence that clearly supports the points you would like to make.
- How you would like the problem to be resolved. This will help us to decide how to deal with your complaint. You can ask for any reasonable solution to resolve the situation such as:
  - a decision reviewed
  - a mediation
  - apology
  - a review of policies and procedures
  - education programs in the workplace or organisation, so that everyone, including managers, knows what the situation is, how to prevent it, and what to do if it happens to them or to anyone else
  - anything else that might need to be done to resolve the situation.

## What happens when you lodge a complaint

The College will respond within 48 hours indicating that an investigation has been instigated.

## How long will it take to resolve my complaint?

Resolving complaints can take some time, however, many complaints can be sorted out very quickly. We aim to manage all complaints within the fortnight from the time you lodge your complaint.

After we have contacted you, we will investigate the situation, share information with the person being complained about, elicit a response from the person involved and communicate back to you on our progress.

There will be a deadline for all parties to respond in writing about your complaint. After the situation has been reviewed and if sharing this information does not resolve the complaint then we will endeavour to mediate.

If resolution is not achieved, then you have the opportunity to take your complaint to the Education Department and engage further with this process. The contacts can be found at:

<https://www.qld.gov.au/education/schools/information/contact/complaint#complaints>

<https://www.qcaa.qld.edu.au/senior/vet/appeals-complaints/make-complaint>

<https://tafeqld.edu.au/about/policy-and-governance/student-rules-and-policies/complaints-and-feedback>

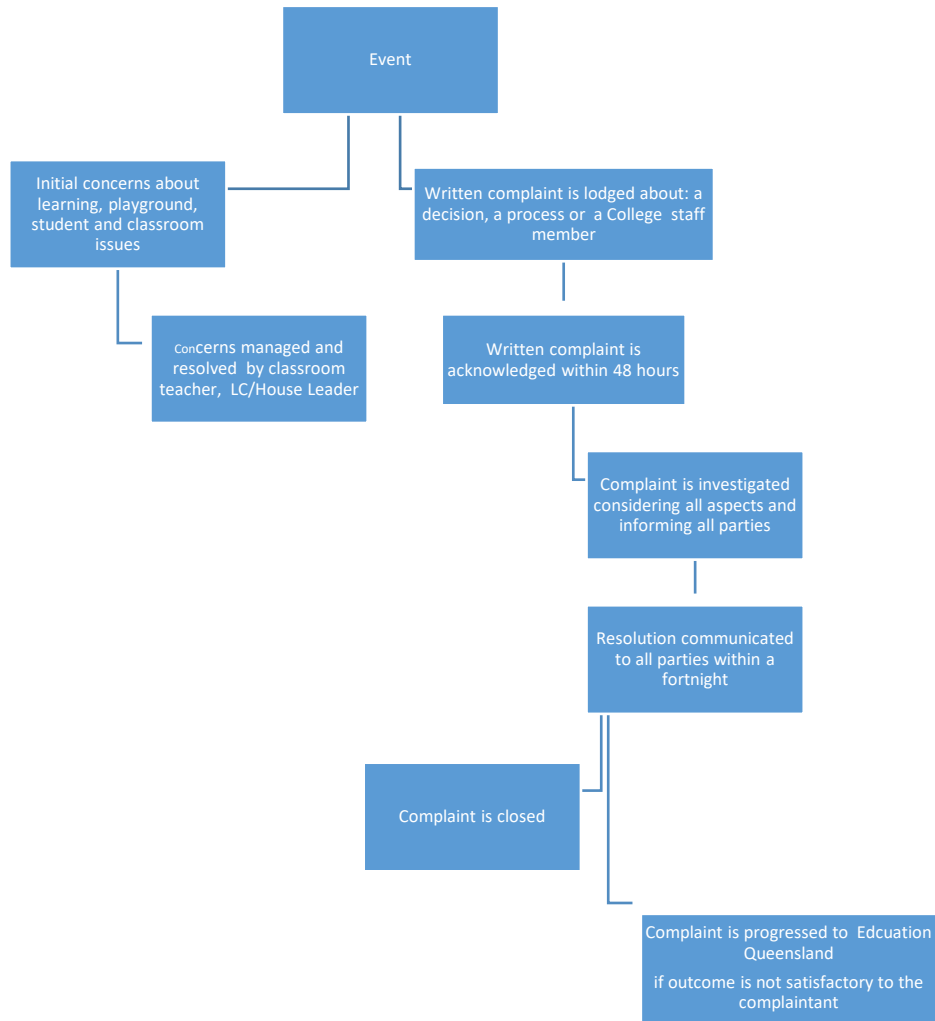
<https://www.ibo.org/contentassets/fab8ccecf45b743c0a68de6f9ea989385/ib-complaints-procedure-nov-2018-en.pdf>



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## Withdrawing a complaint

You can ask the College to stop dealing with your complaint at any time during the investigation or mediation process. The person who submitted the complaint is the ONLY person who can withdraw it.

To withdraw your complaint, you need to write to the Principal managing your complaint to notify them that you want to withdraw it. Your file will then be closed. We won't do anything more with it and we will not re-open it later if you change your mind.

