



### 1. Purpose

Boronia Heights State School values feedback from parents, carers, students and community members. Complaints provide opportunities to improve our services and uphold our vision of equity and excellence. This policy outlines how we manage customer complaints.

---

### 2. What is a Customer Complaint?

A **customer complaint** occurs when someone directly affected by our service or actions is dissatisfied. Typically, this includes parents, carers, students or community members.

**Complaints managed under separate processes include:**

- Issues about harm or risk of harm to a student – managed under the **Student Protection Procedure**.
  - Complaints about decisions made under legislation – refer to the **Department's Complaints and Grievances Management Policy**.
  - Integrity or misconduct matters – report to **Intake, Referrals and Partnerships team**.
  - Privacy concerns – report to the **Privacy team**.
- 

### 3. Roles and Responsibilities

#### School Responsibilities

- Follow the **Customer Complaints Management Framework and Procedure**.
- Resolve complaints promptly.
- Provide clear information on processes, timeframes and review options.

#### Complainant Responsibilities

- Cooperate respectfully; unreasonable conduct will not be tolerated.
  - Clearly outline the issue and possible solution.
  - Provide relevant information.
  - Understand resolution may take time.
  - Notify us of any changes.
- 

### 4. Complaints Management Process

#### Step 1: Receipt

- Complaints should be directed to where the issue occurred.
- Email the school or principal directly.
- Support is available for those who:
  - Are deaf or hard of hearing.
  - Have speech difficulties.
  - Use a language other than English (interpreters available).
- Anonymous complaints are accepted but may limit resolution and feedback.

#### Step 2: Assessment and Management

- We review the issue and aim for timely resolution, noting other operational priorities.

#### Step 3: Outcome

- We will advise the complainant of the outcome and any review options.
-



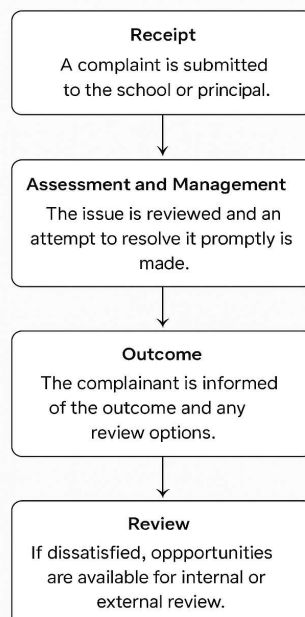
### 5. Review Options

- **Internal Review:**
  - If dissatisfied, request an internal review through the [regional office](#) within 20 days using the [Request for Internal Review form](#).
  - Internal review examines process and reasonableness, not a re-investigation.
- **External Review:**
  - Available after the Department's process is complete (e.g., **Queensland Ombudsman**, **Queensland Human Rights Commission**).

### 6. Resources

- [Complaints and Grievances Management Policy](#)
- Customer Complaints Management [Framework](#) and [Procedure](#)
- [Complaints and Customer Complaints website](#)
- [Information for Parents and Carers](#)

#### Customer Complaints Process Involving Steps:



Endorsed by: Principal 28/12/2025