The concerned person completes the “Concern / Complaint Form” and submits it personally, via the school office.

The concerned person can download a “Concern / Complaint Form” from www.stanthorpess.eq.edu.au (via the “Support and resources” tab on the home page).

A person has a concern or complaint about our school.

Further investigation will be made by the principal or delegate where the said concern or complaint has been raised with staff and the matter has not been resolved.

Principal, or delegate, will review the “Concern / Complaint Form” and initiate an investigation into the matter.

(Office staff will advise concerned person as to whom will be reviewing the matter.)

Principal or delegate will commence an investigation personally if the matter of concern or complaint involves a child.

Recommended outcome will be implemented & concerned person will be informed that the matter has been dealt with and provided an opportunity to follow-up if required.

Matter is resolved.

Appropriate changes in practice will be made.

Matter is resolved.

In the event of a concern or complaint with respect to any matter concerning our school, the following process will apply.

This process is designed to ensure the effective management and timely resolution of all such concerns or complaints, to the satisfaction of all parties.