



AUSTRALIAN TECHNOLOGY & AGRICULTURAL COLLEGE

COMPLAINTS PROCEDURE*

*Acknowledgement of Education Queensland

Aim

ATAC aims to provide an open, transparent and equal learning environment for all our students. ATAC welcomes feedback/complaints from students and parents. Our complaint procedure is made to ensure that all complaints are handled in a fair and equitable manner.

Definition

When making a complaint, it is in the best interests of complaint resolution to ensure that you:

- Provide complete and factual information in a timely manner.
- Deliver your complaint in a non-threatening and non-abusive manner and
- Not make frivolous or vexatious complaints or include deliberately false or misleading information.

You should be aware that if you are making a complaint about a staff member, that in most instances the staff member will be told of the complaint and offered the right of reply. You also have the right to have a support person participate throughout the process.

If your complaint relates to suspected official misconduct or criminal activity then you should make your complaint directly to the Crime and Misconduct Commission (www.cmc.qld.gov.au/) or the Queensland Police Service (www.police.qld.gov.au/).

Procedure

The following steps may assist parents/carers and school staff to ensure the best outcome for the student.

1. Discuss your complaint with the class teacher

If your complaint is with your child's teacher or relates to an issue concerning your child's experience at school, make an appointment with that teacher as soon as possible through the school administration. Share the information you have about the problem with the teacher. Give the teacher an opportunity to tell you all he/she knows about the incident or problem. Together, both parent/carer and teacher, should then take steps to resolve the problem at this level. The teacher will make a record of the complaint and report your meeting and any outcomes to the school principal.



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2. Discuss your complaint with the principal or ask the principal to assist by participating in informal conflict resolution

Where the teacher has been approached as above but the issue remains unresolved, make an appointment with the school principal to discuss the issue further. Alternatively, you and the teacher may agree to ask the principal to act as a go between in informal conflict resolution in an attempt to resolve the problem. If your complaint is related to the school more generally including issues of school policy or its compliance or non-compliance you should raise your complaint directly with the principal or his/her delegate. For example, the principal may refer your complaint to a deputy principal or registrar. The staff member will make a record of your complaint and work with you to resolve the issue. Complaints to the principal may be lodged in person, by telephone, writing or via electronic format (complaints@atac.qld.edu.au).

3. Contact Board

If you have discussed the issue with the principal and still feel that your complaint has not been addressed, you have the right to contact the ATAC Board. Complaints may be lodged by telephone or in writing. Complaints should be specific in detail, and outline the steps taken to date to resolve the issue. Remember to date the letter, give your full name and address and sign it. The ATAC Board will make a record of your complaint. Anonymous complaints will only be acted upon if enough information is provided to allow for follow up with the principal.

Our Postal Address is: The ATAC Board, PO Box 319 Browns Plains, 4118; Email admin@atac.qld.edu.au or Ph: 07 5547 8598 to make an appointment with the Board members

Please be advised that your name and the nature of your issue will be reported back to the principal of your school. Staff at the district office will assist in seeking resolution to the issue.

4. Independent review

If, as a complainant you feel that your issue has not been resolved through these formal processes the Queensland Ombudsman provides an avenue for an independent review of the Department's decision. The Ombudsman may be contacted at: Office of the Ombudsman, GPO Box 3314, Brisbane, Qld 4001 Email: ombudsman@ombudsman.qld.gov.au Tel (07) 3005 7000 or Toll Free 1800 068 908 or fax (07) 3005 7067.