



KIRWAN STATE HIGH SCHOOL

A World Class School

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COMPLAINTS PROCEDURE

1. Kirwan State High School has a clear Complaints Procedure that reflects *Making a Complaint*. This ensures that all complaints are dealt with in a fair and equitable manner.
2. The Executive Principal, Principal, Deputy Principals, Heads of Department and Business Managers are responsible for implementing the following guidelines.
3. *Guidelines*
 - Step 1. All complaints are to be dealt with.
 - Step 2 Details of the complaint should be written down on the proforma provided (see over).
 - Step 3 The person the complaint is about should be informed of the complaint and be given a copy of the complaint proforma.
 - Step 4 Action should be taken by the person receiving the complaint, or the person to whom they refer the complaint.
 - Step 5 All attempts should be made to resolve the complaint.
 - Step 6 All complaints proformas should be filed with the Executive Principal.
4. This procedure will protect all concerned i.e.
 - It gives the person making the complaint an opportunity to be heard;
 - It provides the person having the complaint made about them the right of response;
 - It provides a mechanism for dealing with and resolving complaints;
 - It provides the person receiving the complaint with the process by which to reach resolution.

Thank you for your co-operation in this matter.

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Kirwan High - a great school...a good place to be!

International Habits of Mind Learning Community of Excellence ~ Leading 21st Century School ~
Queensland Minerals and Energy Academy ~ Asia Education Foundation Access Asia School ~ Reef Guardian School

The Queensland Department of Education and Training. Trading Name: Education Queensland International CRICOS Provider Number: 00608A



RECORD OF COMPLAINT

CONFIDENTIAL

- COPIES TO:**
1. Person who took the complaint.
 2. Person complained against.

ORIGINAL: (To be filed in "Complaints File" held by Executive Principal)

DATE: _____ **TIME:** _____

COMPLAINANT: _____

ADDRESS: _____

TELEPHONE NO.: _____

MODE: Telephone Letter In Person Email Other

RECEIVED BY: Executive Principal Head of Campus Deputy Principal _____
 BSM _____ Other _____

NATURE OF COMPLAINT: _____

ACTION REQUESTED BY COMPLAINANT: _____

ACTION TO BE TAKEN: _____

◆ FOLLOW UP/OUTCOME:
