



KIRWAN STATE HIGH SCHOOL

A World Class School

kirwanshs.eq.edu.au

Telephone (07) 4773 8111 • Facsimile (07) 4773 8100

principal@kirwanshs.eq.edu.au • Absence absences@kirwanshs.eq.edu.au • Address Hudson Street, Kirwan Qld 4817 • PO Box 33, Thuringowa Central, Qld 4817

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 Services Manager 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 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.
5. Thank you for your co-operation in this matter.

...../over



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



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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 Number						
Mode						
	Telephone	Letter	In Person	Email	Other	
Received by						
	M Wenta	M James	R Jones	S Baskerville	S Carter	S Marsh Other
Name						
Nature of Complaint						
Action requested by Complainant						
Action to be taken						
Follow up / Outcome						



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