



Complaints Management

At Mudgeeraba State School we try our very best to provide the best customer service to our community. We acknowledge that sometimes parents, students and or local community members may wish to complain. When an Administration Officer receives a complaint, they will refer it to the following staff member,

- All **Student learning** and or **behaviour** – Teacher and or Deputy Principal or Head of Department
- **School facilities** – Business Manager and or Principal
- **Staff** and or **Parent behaviour** – Deputy Principal or Principal
- **School run events** – Deputy Principal or Principal
- **P & C run events** – Principal or P&C President

At times complaints maybe referred to the Principal for immediate assessment.

When making a complaint,

1. Ring Office 5569 1777
2. An Administration Officer will refer your matter to the most appropriate person
3. Your complaint will be acknowledged within 3 days of receipt, further information will be sought to establish a context and an estimated time period to gain a solution will be given

Complaints process,

4. Investigation will be conducted, which may include interviewing those involved, contacting parents and or Regional office for advice
5. Staff member will communicate outcome

Dissatisfied with the outcome and or process – what can you do?

6. Ring Office 5569 1777 or email principal@mudgeerabass.eq.edu.au
7. The Principal will acknowledge your complaint within 3 days of receipt and will confirm a meeting time
8. The Principal will undertake an investigation using the above complaints process
9. The Principal will communicate outcome

Where to next?

If you are dissatisfied with the outcome communicated to you by the Principal contact the South East Region – Regional Office reception 5656 6688 who will direct you to the Information and Complaints Unit.