

# **Glass House Mountains State School**

## **Communications and Complaints Procedure and Guidelines**

2025 – 2027

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Document History	Date	Reviewed by	Due for Review
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# Overview

Glass House Mountains State School (GHMSS) is committed to working with the school community to ensure the best outcomes for students. To ensure this, communications need to be effective to support students.

At Glass House Mountains State School, we are committed to fostering a positive, supportive, and inclusive learning environment where every student can thrive. Effective communication between students, families, and staff plays a crucial role in supporting student well-being, promoting academic success, and ensuring a smooth and rewarding educational journey for all.

Our communication and complaint procedure is designed to be clear, responsive, and accessible. Whether you have a question, a concern, or feedback about any aspect of school life, we encourage open dialogue and collaboration. By addressing issues promptly and constructively, we aim to remove barriers to learning, strengthen partnerships with families, and continuously improve the educational experience we provide.

At the heart of our approach is a focus on student outcomes. We believe that when concerns are heard and resolved in a respectful and timely manner, students feel more supported, engaged, and empowered to achieve their full potential. This process is not just about solving problems—it's about working together to create the best possible conditions for learning and personal growth.

The communication and complaint process incorporates departmental policies, procedures, guidelines and frameworks to support respectful communication between parents/carers and schools to help reduce unnecessary administrative burden on school staff whilst promoting positive school engagement. These include:

1. [Building a positive school culture](#)
2. [Guidelines for communicating with your child's school](#)
3. [Customer complaints management framework](#)
4. [Complaints and grievances management policy](#)
5. [Customer complaints management procedure](#)
6. [Managing unreasonable complainant conduct procedure](#)

## Principles of Communication

Glass House Mountains State School's "*Communications and Complaints Procedure and Guidelines*" serves to set clear expectations and effective strategies for communication and complaints management, while also fostering respectful interactions. By following these guidelines, we aim to nurture open channels of communication between the school and home, promoting collaboration and ultimately improving learning and wellbeing outcomes for all members of our school community.

## Purpose

1. Establish comprehensive communication protocols and complaints procedures for parents, carers and community members engaging with the school.
2. Foster a harmonious relationship between the school, parents, carers and the broader community through effective communication.
3. Set clear expectations for positive, accurate, meaningful, and respectful communication to uphold high standards for all staff, students, parents, carers and members of the broader community.
4. Provide parents and carers with a framework to engage with school staff and support student learning and wellbeing consistently.
5. Simplify educational terminology for parents and carers to enhance understanding, enabling better discussions at home and more effective communication with teachers.
6. Build a sense of community by nurturing caring, respectful, and inclusive interactions among staff, students, parents and carers and the broader community.
7. Ensure open and honest communication processes are in place among all school community members.
8. Guarantee timely dissemination of information about school events, activities, and achievements to parents, caregivers, and the wider community, fostering increased engagement and participation.

## Expectation of School Staff

- Staff will promptly contact a student's parent or carer via phone or email to arrange an in-person meeting to address any concerns.
- Email correspondence about sensitive or contentious matters should be avoided, with face-to-face meetings preferred.
- Staff aim to respond to parent or carer emails within two (2) school days, with allowances for part-time staff.
- Ensure clear and accessible language in communication, avoiding confusing educational terms and supporting understanding of learning terminology.
- Activate an "out of office" auto-reply message when on leave, detailing relevant information.
- All official school emails should come from a school email account.
- Maintain privacy by using the BCC function for group emails to parents.
- Offensive or abusive emails should be forwarded to the Deputy Principal or Principal without response from staff.
- Record relevant communication with parents and carers in the OneSchool Record of Contacts.

## Expectation of Parents/Carers

- Parents/carers must ensure the school has their updated contact details, including phone numbers, emergency contacts and email addresses.
- To schedule a meeting with the classroom teacher, parents and carers can send an email, call the school, or visit the office to arrange a suitable time.
- Refrain from discussing detailed academic progress, learning expectations, or behavioural concerns via email. Reserve emails for brief information, simple requests, or to arrange a meeting with the teacher.
- Avoid sending lengthy emails regarding sensitive or contentious matters. The school prefers face-to-face meetings for such discussions. If lodging a formal complaint, it's advisable to attach your concerns as a file.
- Direct all school-related inquiries and concerns to the school directly. Refrain from discussing matters on chat apps or directly contacting other students, parents, or carers regarding school issues or concerns.
- Maintain appropriate behaviour and language in emails, mirroring the standards expected in face-to-face interactions at the school.

## Communication Considerations

**Confidentiality:** Respect the privacy of students and staff. Do not share sensitive information without consent. Avoid discussing confidential matters in public forums or social media platforms.

**Constructive Feedback:** Provide feedback and suggestions in a constructive manner. Encourage open dialogue for continuous improvement.

**Follow Official Channels:** Use designated communication channels provided by the school for inquiries and feedback. Refrain from spreading rumours, misinformation or making assumptions.

**Reporting Misuse:** Report any misuse or inappropriate behaviour observed on social media platforms or online chats to school administrators.

Effective communication between the school, parents, and community members is essential for promoting a collaborative and supportive environment. By following these guidelines and utilising designated communication channels, we can ensure transparent and constructive dialogue for the benefit of all stakeholders, in particular, your children.

# School Communication Modes

Mode	Description
<b>Office Operating Hours</b>	<p>The GHMSS Administration Office is open during the following times:</p> <ul style="list-style-type: none"> <li>Monday 8am - 3.00pm</li> <li>Tuesday 8am - 2.45pm</li> <li>Wednesday 8am - 3.00pm</li> <li>Thursday 8am - 3.00pm</li> <li>Friday 8am - 3.00pm</li> </ul>
<b>Telephone</b>	<p>For urgent matters, student absences, enrolment inquiries, changes to contact details, or to arrange a time to meet with the teachers or members of the leadership team, please contact the office via telephone (07) 5439 3222. Office Hours are varied and available on the <a href="#">website</a>.</p>
<b>Email</b>	<p>All families are requested to provide their email details on enrolment and continue to provide administration with a current email address.</p> <p>At GHMSS, our teachers are dedicated to providing timely communication and support to our students and their families. During school terms, teachers are available to respond to emails at various stages of the school day, Monday through Friday. However, during class times, teachers are actively engaged in teaching, attending meetings, and preparing for classes, which limits their ability to immediately respond to emails.</p> <p>In instances where emailing is necessary, please understand that due to the volume of messages, teachers may require a few days to provide a thorough and thoughtful response. However, rest assured that our aim is to respond to parent or carer emails within the minimum two (2) school days.</p>
<b>QParents</b>	<p>QParents is a secure, online portal created by the Department of Education to provide parents/carers of Queensland State School students with 24-hour access to their child/ren's information. The QParents portal is located online: <a href="https://qparents.qld.edu.au">https://qparents.qld.edu.au</a></p> <p>QParents will be a major communication tool for GHMSS and will allow parents to:</p> <ol style="list-style-type: none"> <li>1. Notify the school of an absence (edit historic attendance/absence details).</li> <li>2. View and print Academic report cards (for current year and all past years).</li> <li>3. View fees and make payments (view unpaid invoices and payment history).</li> <li>4. View and update personal student details.</li> <li>5. View upcoming events and activities.</li> </ol>
<b>School Newsletter</b>	<p>Our school newsletter is distributed fortnightly electronically. School, P&amp;C and community information is included in each newsletter. The newsletter includes date claimers and reminders of upcoming events.</p>
<b>Parade</b>	<p>A full school parade is held every week (subject to public holidays and pupil free days). Currently parade is held on Monday morning commencing at 8.30am in the hall. Parents and community members are welcome to attend. Please ensure that Social Distancing is maintained.</p>

	From time-to-time parades may be held for special occasions and details of these will be advertised in the newsletter and on Facebook.
<b>Before School Procedure</b>	<p>Students should not arrive at school prior to 8am except those transported by Glass House Country Coaches school bus runs. Children arriving before 8am should be at Before School Care. On arrival at school, students are to assemble in the covered area outside the administration block.</p> <p>At 8am, the students are collected and taken to the meeting areas where they are collected by their class teacher 8.30am.</p>
<b>Mr V's Vlog</b>	This is a weekly video message to the school community about our current behaviour improvement focus.
<b>Website</b>	<p>The <a href="#">Glass House Mountains State School website</a> contains information about the school including important policy documentation, relevant contact details, and links to other resources and documents.</p> <p>A <a href="#">GHMSS School Calendar</a> can also be found on the website that highlights the most current upcoming events.</p>
<b>Facebook Page</b>	<p>The <a href="#">Glass House Mountains State School Facebook</a> page is used to provide updates on events and activities for the school. The GHMSS Facebook Page is a public page. Please adhere to the Queensland Department of Education Acceptable Use Guidelines and the Social Media Guidelines. Follow and engage with the official school social media accounts for accurate information. Refrain from posting inappropriate content or engaging in discussions unrelated to school matters.</p> <p>The Facebook page is an excellent place to check for any last-minute updates and reminders. Please note that the GHMSS Facebook page is also able to be viewed and accessed via the school website (homepage).</p>
<b>Absences</b>	<p>If your child is absent from school, please notify the school via QParents, phoning the Absentee Line on (07) 5439 3260 or by filling out the <a href="#">student absence form</a>.</p> <p>Unexplained absences of up to 5 days will receive a phone call from the school whilst those of more than 10 days will receive a letter or phone call from the school or Principal. Currently, Unexplained Absence letters are posted every week. These are to be completed and returned to the office as soon as possible.</p> <p>Please contact the office if you and your children are going to be away for a period over 10 consecutive school days as you will need to complete an "Application for Exemption" form before you leave.</p>
<b>Student Absence and Text Message</b>	<p>GHMSS utilises an automated text message service to notify parents/carers of unexplained student absences. Parents are asked to respond to the SMS with a reason for the absences.</p> <p>Generally, the text message is sent to one parent/carer per child, unless other arrangements have been made.</p>
<b>Parent Teacher Interviews</b>	Formal Parent Teacher Interviews are held at the start of Semester 2 and dates and times are communicated through the school newsletter. This is an opportunity to discuss student progress, concerns, goals and any other issues. Bookings are made online and the link is distributed in the weeks prior via email.
<b>Semester Report Cards</b>	Report Cards are issued via email twice per year in Week 10 of Terms 2 and 4. Report Cards are also accessible via QParents.

<b>School Opinion Survey</b>	<p>School Opinion Surveys are undertaken by the Department of Education for all Qld State Schools annually. They are designed to obtain the views of parents, carers, students and staff from each school on what they do well and how they can improve.</p> <p>Opinions on the school are sought from all parents, students in Years 5 and 6 and all staff. Key results are shared with the P&amp;C and the broader community via the newsletter.</p>
<b>P&amp;C Association</b>	<p>The P &amp; C Association of Glass House Mountains State School meets on a monthly basis - times and dates are advertised in the newsletter and on Facebook.</p> <p>The P &amp; C's function is not only fundraising, but it is hoped that through these meetings, there can be a better understanding of how the school is run and the realisation of how important it is for parents to be actively involved with their children's school and staff members.</p> <p>Reports by all sub-committees and the Principal are presented at each meeting.</p> <p>The P&amp;C manages the following operations:</p> <ul style="list-style-type: none"> <li>• Tuckshop</li> <li>• Fundraising activities</li> </ul>
<b>Parent and Community Groups Online Chats</b>  <i>(Not authorised by the school or P&amp;C)</i>	<p>Exercise caution when participating in community groups discussing school-related topics. Verify information is factual and accurate before sharing.</p> <p>Online Chat Etiquette for Parents and Community Members:</p> <ol style="list-style-type: none"> <li>a. Be respectful in all interactions</li> <li>b. Use appropriate language and tone</li> <li>c. Avoid aggressive or confrontational behaviour</li> </ol> <p>This is not the platform to make complaints. Please refer to the <i>Complaints Management and Procedure for raising a concern</i> section below.</p>



# Complaints Management

During your child's enrolment at the school, you may have cause to raise a concern or make a complaint about an issue with their education. Glass House Mountains State School and the Department of Education are committed to ensuring that all concerns raised are dealt with in a fair, equitable and respectful manner. There are processes and support structures in place to enable families to work through any issues they may have.

Raising your concern in a timely manner with the school provides an opportunity to identify issues and take action to improve service delivery and customer experience, while also driving a culture of continuous improvement across the school.

When managing a customer complaint or concern, Glass House Mountains State School appreciates and acknowledges that you have a right to:

- Raise a concern or make a complaint
- Be treated with respect and courtesy
- Be treated equitably and fairly
- Be informed of the conduct that is expected of you.

## What is a complaint

Under section 264 of the [\*Public Sector Act 2022 \(Qld\)\*](#), a complaint is an expression of dissatisfaction about the service or action of the department, or its staff, by a person who is directly affected by the service or action, and includes complaints related to:

- a decision made, or a failure to make a decision, by a public service employee of the department
- an act, or failure to act, by the department
- the formulation of a proposal or intention by the department
- the making of a recommendation by the department
- the customer service provided by a public service employee of the department.

## What is not a complaint

Our customers contact us for many reasons and most of the time our customers do not have a complaint. It is not a complaint when our customers:

- request more information
- request a change in services or request a new service
- make a suggestion for improving our services
- provide feedback on the department's performance
- are not directly affected by the decision or action of the department
- provide information (e.g. reporting an incident).

## Responsibilities

When raising a concern or making a complaint, it is in the best interest of complaint resolution to ensure that you:

### ***Complainant***

- Collaborate respectfully and refrain from engaging in unreasonable behaviour.
- Express concerns through various channels: in person, by phone, or in writing.
- Clearly outline the problem and specify the desired resolution.
- Include all pertinent facts and evidence when lodging a complaint.
- Recognise that complex complaints may require time to assess and resolve.
- Acknowledge that certain decisions are final and will not be reversed.
- Keep the school informed of any changes related to the concern or complaint, including if assistance is no longer needed.
- Avoid making unreasonable demands on the school's time, resources, or staff.
- Refrain from lodging frivolous, vexatious or misleading complaints.

### ***All staff involved in managing customer complaints***

- Ensure prompt acknowledgment of customer complaints, either in writing or verbally.
- Assess whether a complaint is frivolous or vexatious.
- Take into account human rights considerations when addressing complaints.
- Resolve complaints in a timely manner.
- Maintain comprehensive records to document each stage of the complaints management process.
- Uphold procedural fairness for both complainants and individuals mentioned in the complaint.
- Maintain an updated register of customer complaints and integrate complaints management into planning and risk management efforts.

### ***Additional responsibilities for principals or deputy principals***

- Ensuring that information regarding the process for raising concerns or filing complaints, as well as the procedures for managing complaints, is readily accessible on the school website.
- Seeking guidance from the Regional Office as needed.

Glass House Mountains State School values the confidentiality of personal information shared during the complaints process. However, it's important to note that when lodging a complaint against a staff member, they will typically be informed of the complaint and given the opportunity to respond. You also have the right to have a support person involved throughout the process, as do staff members.

## Recording of conversations

You are encouraged to take notes if you wish to document a meeting or contact. However, out of respect for everyone involved, if you intend to record audio, please declare this at the outset of the meeting or phone call. Please note that a staff member has the right to decline the recording of the meeting or contact.

## Concerns with the community

Glass House Mountains State School is legally obligated to uphold the privacy of individual students and staff. While we understand the curiosity of other students, staff, and parents for additional information, we will only disclose or discuss such information with the relevant staff member or student's family.

If your complaint pertains to suspected official misconduct or criminal activity, please direct your complaint to the Crime and Misconduct Commission at [www.ccc.qld.gov.au](http://www.ccc.qld.gov.au) or the Queensland Police Service at [www.police.qld.gov.au](http://www.police.qld.gov.au). Alternatively, if your concern involves behaviour within the school community outside of school hours, please seek support from the following agencies as appropriate:

- Emergency services: 000
- Police Link: 131 444
- ESafety commissioner: <https://www.esafety.gov.au/>

## Procedure for raising a concern

The following procedure may assist families and school staff to reach an outcome that is in the best interests of the child.

### ***Step 1: Discussing your concern with the relevant class teacher***

- If your concern or issue is with your child's teacher or relates to an issue concerning the curriculum, make contact with that teacher as soon as possible. Your child's teacher will be best placed to discuss the curriculum within a particular subject and help find a solution to your concerns.
- If your complaint concerns your child's experience at school such as behaviour, attendance or bullying, make an appointment with your child's teacher,
- Share the information you have about the problem with the staff member.
- Give the staff member an opportunity to tell you all they know about the incident or problem.
- Together, the family and staff member should then take steps to resolve the problem at this level.

### ***Step 2: Discuss your concern with the Deputy Principal of the school***

Where step 1 does not result in a resolution, make contact with the Deputy Principal to discuss the issue further. Alternatively, you and the teacher may agree to ask the Deputy Principal to assist with a resolution.

### ***Step 3: Discuss your concern with the Principal***

Where the Deputy Principal has been approached as above but the issue remains unresolved, make contact with the Principal to discuss the issue further.

### ***Early Resolution***

- If additional information is needed to confirm the raised concern or desired outcome, the relevant staff member will reach out to the complainant.
- The staff member will ensure that the complainant stays informed about any updates or emergent issues affecting the resolution of their concern or complaint.
- Procedural fairness will be ensured for both the person subject to the customer complaint and the complainant.
- Records of the raised concerns will be maintained on OneSchool, and a summary of the concern and its outcomes may be provided to the principal by staff.

### ***Communicate the outcome***

The complainant will receive:

- A clear, concise explanation of the ultimate decision.
- Any suggestions or recommendations.
- Details about available review options, including internal or external review processes, if applicable.

You can make an anonymous complaint, however, if you do not identify yourself, or if you advise that you do not wish to be contacted, it may limit how your complaint can be assessed and resolved. If no contact information is provided, the complaint will still be addressed but the school cannot reply back to you.

### ***What are my responsibilities if I make a customer complaint?***

You have a right to make a complaint, however, you also have responsibilities as a complainant to:

- be respectful and understand that unreasonable conduct will not be tolerated by school, regional or departmental staff as outlined in the [Managing unreasonable complainant conduct procedure](#)
- clearly outline what the problem is, what you are unhappy about and your desired outcome
- provide all relevant information when making a customer complaint and inform the department of any changes impacting on your complaint
- understand that if the complaint is complex, it can take time to assess, manage and resolve.

*See also Appendix 1 – Formal Complaint Procedure*

## **Parent and Community Code of Conduct**

Glass House Mountains State School highly regards the collaboration between the school and families to achieve optimum educational outcomes for every student. We appreciate the contributions of our school community and prioritise the welfare of our students. Our aim is to address issues at the local level to cater to the academic and well-being requirements of our students.

The Department of Education's [Parent and Community Code of Conduct](#) lays out the anticipated conduct for parents, carers, and visitors while on Queensland state school grounds, during school events, and in interactions with fellow members of the school community. This code is designed to uphold the health and well-being of staff and foster a secure and respectful work environment. It mirrors our school's core values of tolerance, knowledge and truth.

## Related Documents and Resources

Below is a list of the Department of Education's policies and procedures in relation to this process and guideline:

1. [Building a positive school culture](#)
2. [Guidelines for communicating with your child's school](#)
3. [Customer complaints management framework](#)
4. [Complaints and grievances management policy](#)
5. [Customer complaints management procedure](#)
6. [Managing unreasonable complainant conduct procedure](#)

## Final things to note

All email communication with GHMSS staff are official Department of Education records and must comply with the Queensland Government's [Records governance policy](#) as outlined in the Department's [Information Asset and Record Keeping Procedure](#). All emails are captured within GHMSS's records management system as part of the Department of Education's [Information Asset and Record Keeping Procedure](#).

## Policy review

The Executive Leadership Team, in conjunction with the P&C Committee, will review the School Communications and Complaints Procedure and Guidelines every three (3) years.

Position	Name	Signature	Date
Principal			
P&C President			

# Appendix 1 – Formal Complaint Procedure

## *Informal Resolution*

We encourage parents and community members to first attempt to resolve any concerns informally by discussing them directly with the relevant teacher, staff member, or school administrator. If the issue remains unresolved after this initial step, or if the nature of the complaint requires immediate attention, proceed to the formal complaint's procedure outlined below.

## *Formal Complaint Procedure*

### Step 1 Submitting a Formal Complaint

- To initiate a formal complaint, parents or community members must submit a written complaint to the school office. The complaint should include a clear description of the issue, relevant details, and any supporting documentation.
- Complaints can be submitted via email, mail, or in person, addressed to the Principal or delegated officer.

### Step 2 Acknowledgement and Investigation

- Upon receipt of the formal complaint, the school will acknowledge receipt within 2 days.
- An investigation will be conducted promptly and impartially by the designated complaints officer or a relevant member of the school's leadership team.
- During the investigation, the complainant may be contacted for further clarification or information if necessary.

### Step 3 Resolution and Outcome

- The school will endeavour to resolve the complaint as swiftly as possible, aiming to provide a response within 21 working days. Depending on the nature of the complaint, resolution may involve mediation, disciplinary action, policy review, or other appropriate measures.
- The outcome of the investigation and any actions taken will be communicated to the complainant in writing.

### Step 4 Appeals Process at School Level

- If the complainant is dissatisfied with the outcome of the formal complaint's procedure, they may appeal to the school principal. The appeals process will involve a review of the original complaint and the steps taken to address it, with a view to ensuring fairness and transparency. The decision of the principal will be final at the school-based level.

### Step 5 Internal Review

- If, after taking the early resolution step, you are dissatisfied with the way your complaint was handled or if you believe the outcome to be unreasonable, you can ask the local Regional Office to conduct a review: (<https://education.qld.gov.au/contact-us/state-schools-regional-contacts>) You need to submit a [Request for internal review form](#) within 20 days of receiving the complaint outcome.

### Step 6 External Review

- If you are dissatisfied after the internal review, you can contact a review authority, such as the Queensland Ombudsman ([www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au))

Please review the Department's [Customer complaints management framework](#) for regional processes and responses times.

## Conclusion

At Glass House Mountain State School, we value the feedback and input of parents and community members and are committed to addressing any concerns or complaints in a fair and transparent manner. We encourage open communication and collaboration to ensure the continued success and well-being of our students.