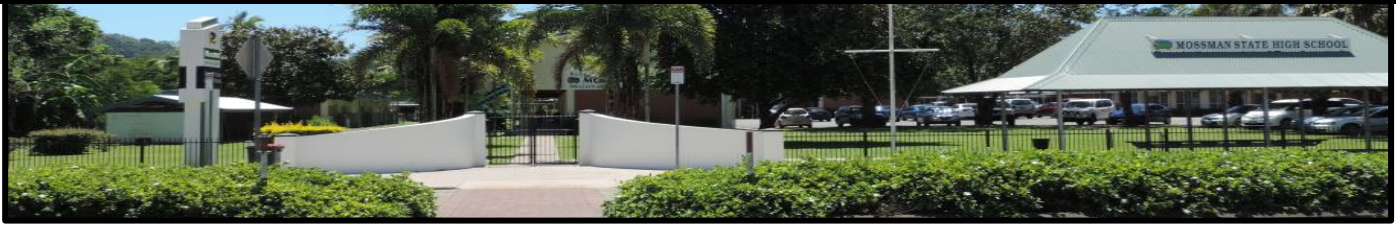




# Mossman State High School COMPLAINT MANAGEMENT POLICY

Term 2 2024



1. Parents and citizens have a right to make a complaint about processes, communication or policy that the school has enacted.
2. The school values all feedback and seeks to address complaints in a timely manner.
3. Complainants are encouraged to submit their complaint or feedback in writing. A standard form to submit a complaint, with timelines for response included are clearly stated and advertised to the school community.
4. Complaint policy and forms are available on the school website  
<https://mossmanshs.eq.edu.au/our-school/policies>
5. Complainants will be directed to this site in the first instance or the forms can be emailed to them.
6. All complaints will be reviewed by the senior leadership team to determine response.
7. A register of complaints will be maintained, registering date received, review, action and response.
8. Initial response will be a receipt of the complaint sent to the complainant and timeframe for a first response to the complaint.
9. If the complaint cannot be resolved at the school level, then the complainant will be given re-direction to Departmental contact and processes.
10. Complainants will receive an acknowledgement of receipt of the complaint with 24 hours.
11. A follow up contact from the senior leadership team will follow within one week, even if the complaint needs further investigation.