



CAIRNS

State High
The best we can be.

Complaints management process: Complaints Form

At Cairns State High School, we ask parents, carers, students or community members who would like to make a complaint to either visit the website, complete the complaint form and email principal@cairnsshs.eq.edu.au or visit the school offices to complete in person. In most circumstances, a staff member will be in contact with you within the required timeframe as below.

The Department of Education and Training Customer Complaints Management Procedure states:

- Simple complaint: up to 20 days
- Complaints requiring some inquiry: up to 45 days
- Complaints requiring investigation and referral: up to 90 days, or longer in some cases

The following information should be provided when making a complaint:

- what happened, including when and where it occurred, and who was involved; and
- what outcome or solution you are seeking to address your issue or concern.

We accept anonymous complaints, however it is important to understand this could limit how a complaint is assessed and resolved, and it may also prevent an outcome being provided.

Assessment and management

- i. We will examine the issue(s) raised and try to resolve the complaint. We aim to do this promptly, but may need to work within the timeframes as above depending on the reason for the complaint.
- ii. Providing an outcome

Once we finish examining the complaint, a staff member will inform the complainant of the outcome. The department is committed to responding to customer complaints in an accountable, transparent, timely and fair way that is compatible with human rights.

Contact details

First Name: _____ Last Name: _____
Phone: _____ Email: _____

Summary of complaint

What steps have already been taken to resolve the issue?

Action requested by complainant:

Signature

_____/_____/_____
Date

Christopher Zilm
Executive Principal
Date 30/07/2021

