



## **Samford Valley Steiner School Complaints Resolution: A Guide for Parents and Caregivers**

### *Complaints Resolution Policy Explainer*

At Samford Valley Steiner School, we welcome feedback and take complaints seriously. Complaints help us improve our school community and ensure that students, families, and staff are treated fairly, respectfully, and in line with our values. We are committed to listening, responding, and improving. Thank you for working with us to strengthen the experience for all in our school community.

### **What Is a Complaint?**

A complaint is any concern or dissatisfaction raised about a decision, action, or behaviour connected to the school, staff, students or school services.

#### What You Can Expect from the School

- Timely and respectful handling of all concerns
- Confidentiality and privacy
- A fair process for all involved
- Protection from retaliation or unfair treatment

### **What We Ask of Parents and Caregivers**

As part of our commitment to a respectful and constructive school culture, we ask that parents and caregivers:

- Raise concerns directly with the appropriate staff member rather than through informal channels
- Start with teacher
- Maintain confidentiality and avoid sharing or discussing complaints with others in the community
- Allow time for the school to respond and resolve matters
- Engage with the process in good faith and with an open mind
- Treat all staff and other community members with courtesy and respect

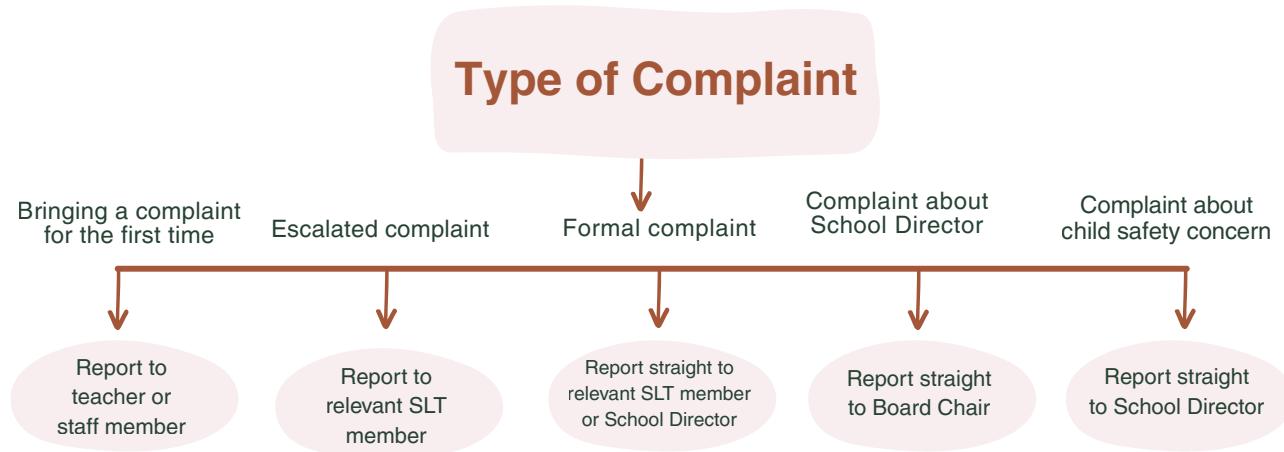
This ensures that we can focus on solutions, protect the dignity of all involved, and model the respectful relationships we value for our students. You can bring a support person to any meeting and if you need help putting your complaint in writing, we can assist.

#### Contacts

- School Director: [csheard@samfordsteiner.qld.edu.au](mailto:csheard@samfordsteiner.qld.edu.au)
- Board President: [board\\_president@samfordsteiner.qld.edu.au](mailto:board_president@samfordsteiner.qld.edu.au)
- Marilou Araullo (EC): [maraullo@samfordsteiner.qld.edu.au](mailto:maraullo@samfordsteiner.qld.edu.au)
- Melinda Johnson (PS): [mjohnson@samfordsteiner.qld.edu.au](mailto:mjohnson@samfordsteiner.qld.edu.au)
- Andy Currey (HS): [acurrey@samfordsteiner.qld.edu.au](mailto:acurrey@samfordsteiner.qld.edu.au)
- [Complaints@samfordsteiner.qld.edu.au](mailto:Complaints@samfordsteiner.qld.edu.au)

# Complaints Resolution System

Complaints can be made via phone, person or email [complaints@samfordsteiner.qld.edu.au](mailto:complaints@samfordsteiner.qld.edu.au)



## Resolution Process

Complaints can be escalated via appeal in this order.



## Our Process

The formal process includes an assessment, formal meetings and an investigation.

## Outcomes

Formal complaints will receive written notification of the outcome and any actions taken.

## Complaints We Manage

- Issues with teaching and learning
- Staff conduct or communication
- Bullying or behaviour concerns
- Fee or administrative issues
- Breaches of policy
- General concerns about the student or parent experience