

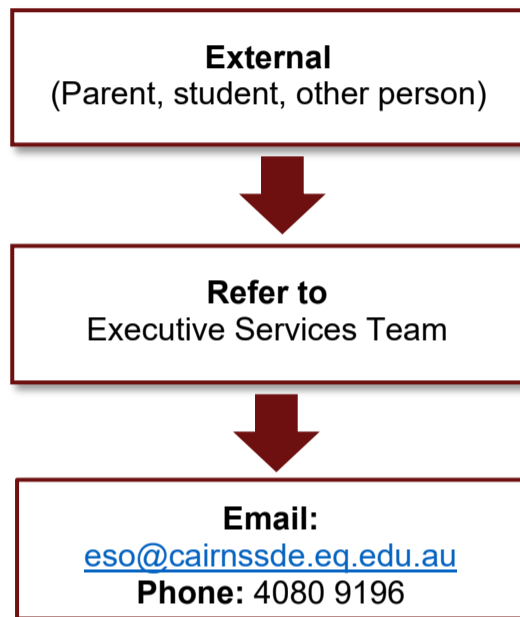


## Cairns SDE Complaints / Grievance Process

### External Customer Complaints

Cairns School of Distance Education is committed to responding to complaints in an accountable, transparent, timely and fair manner that is compatible with human rights.

If you have a concern or complaint about a school matter, please follow the complaints process. This procedure does not replace, modify or revoke any legislative requirements that apply to the management of particular types of complaints (e.g. allegations of fraud and corruption, or public interest disclosures).



### External Customer Complaints

We are committed to responding to customer complaints in an accountable, transparent, timely and fair way that is compatible with human rights. External complaints about school matters are encouraged following this three-step approach:

1. **Early resolution:** the best place to raise concerns is at the point where the problem or issue arose. Depending on your concern, you might make your complaint to your child's teacher or the relevant Head of Department. Refer to our website for our [Staff Contacts](#).
2. **Internal school review:** if you are dissatisfied with the outcome or how the complaint was handled, you can complete a [Complaints Form](#).
3. **External review:** if you are dissatisfied after the internal review, you may wish to contact a review authority such as the Queensland Ombudsman and request an independent, external review.

### References:

DoE Procedure – Customer Complaints Management Procedure  
<https://ppr.qed.qld.gov.au/pp/customer-complaints-management-procedure>

Making a customer complaint - Information for parents and carers  
<https://ppr.qed.qld.gov.au/attachment/making-a-customer-complaint-information-for-parents-and-carers.docx>

Customer complaints management framework  
<https://ppr.qed.qld.gov.au/attachment/customer-complaints-management-framework.pdf>

Complaints, Enquiries and Feedback  
<https://www.qld.gov.au/education/schools/information/contact/complaint>