

### What if I am not satisfied with the outcome?

We hope that you will feel satisfied with the outcome, or at least that your concerns have been fully and fairly considered. If you are not satisfied, the Principal will offer to refer the matter to the Chairperson of the GEMS Christian Education Ltd Board. Alternatively, you may wish to write directly to the Chairperson.

Upon the receipt of a letter of complaint the Chairperson of the GEMS Christian Education Ltd Board will:

- Liaise with the Principal to determine what action has been undertaken to resolve the issue.
- Give a written response to Parents, Guardians or Carers.

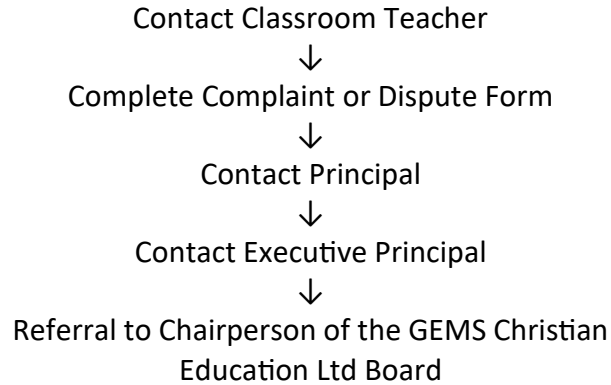
Following the above, if the Chairperson deems that a meeting with Parents, Guardians & Carers may be beneficial to bring about a resolution the Chairperson will offer to meet at a time convenient to them.

Those involved are:

- Chairperson of the Company's Board.
- Principal.
- Parents, Guardians or Carers.

Parents, Guardians or Carers are permitted to bring with them a support person who is not involved in the complaint. Legal representation is not appropriate at this stage. The Chairperson, after questioning and listening to the Parents, Guardians or Carers may be able to assist the Principal in finding a solution.

### Complaint Procedure



At any stage of this procedure a solution may be reached, this will negate the need for the further steps.

GEMS Christian Education Ltd recognizes and acknowledges your entitlement to complain and we hope to work with you in the best interests of the Students and Young People in our care.

*For further information please contact*

*GEMS Christian Education Ltd*

**Phone:** 07 4982 0977

**Email:** office@ecc.qld.edu.au

**Postal Address:**

GEMS Christian Education Ltd  
PO Box 1993  
EMERALD QLD 4720

## **GEMS Christian Education Ltd**



**Complaint  
Procedure  
Parent  
Information**

*GEMS Christian Education Ltd recognizes and acknowledges your entitlement to lodge a complaint and we hope to work with you in the best interests of the children and young people in our care.*

GEMS Christian Education Ltd welcomes suggestions/comments from Parents, Guardians & Carers and takes seriously complaints and concerns that may be raised. This leaflet will show you how to use our complaints procedure.

A complaint will be treated as an expression of genuine dissatisfaction that needs a response.

We wish to ensure that:

- anyone wishing to make a complaint knows how to do so.
- we respond to complaints within a reasonable time and in a courteous and efficient way.
- you realize that we listen and take complaints seriously.
- we take action where appropriate.

Members of:  
Independent Schools Queensland  
and  
Associated Christian Schools

### **How should I complain?**

*Parents, Guardians & Carers should approach Teachers and Employees of GEMS Christian Education Ltd with respect and in a calm and controlled manner.*

When contacting the Company, be as clear as possible about what is troubling you. It may be best to start with the person most closely concerned with the issue eg the classroom Teacher. They may be able to sort things out quickly, with the minimum of fuss. However, you may prefer to take the matter to the Principal.

### **Don't want to complain as such, but there is something bothering me.**

GEMS Christian Education Ltd is here for you and your Student, and we want to hear your views and your ideas. Contact the appropriate point of contact, as described under Complaint Procedure.

### **What will happen next?**

If you raise something face-to-face or by telephone, it may be possible to resolve the matter immediately and to your satisfaction.

If you have made a complaint or suggestion in writing, we will contact you within five working days, to respond to your concerns and explain how we propose to proceed. Further communication will be forthcoming as we work towards a resolution.

### **What happens about confidentiality?**

Your complaint or concern will be treated in a confidential manner and with respect. Knowledge of it will be limited to the Principal and those directly involved. The Chairperson of the GEMS Christian Education Ltd Board may also need to be informed. It is the Company's policy that complaints made by Parents, Guardians or Carers should not rebound adversely on their Student/s.

We cannot entirely rule out the need to make third parties outside the Company aware of the complaint and possibly also the identity of those involved. This would only be likely to happen where, for example, a Student's safety was at risk or it becomes necessary to refer matters to the Police. You would be fully informed.

While information relating to specific complaints will be kept confidentially on file, we would point out that anonymous complaints might not be pursued.

Action, which needs to be taken under Employee disciplinary procedures as a result of complaints, would be handled confidentially within GEMS Christian Education Ltd.