



PARENT INFORMATION BOOKLET

A WELCOME FROM THE PRINCIPAL

Welcome to Musgrave Hill State School. At MHSS, we have a relentless commitment to providing learning experiences relevant to your child's needs. We strongly believe that children develop at different rates and that one size does not fit all. We encourage and nurture individual creativity to ensure that each child develops the knowledge and skills to make optimum use of their potential. Children work with passionate professionals on curriculum programs tailored to support their learning needs.

Our School Vision-:

A boutique (one of a kind) school that does "whatever it takes" to cater for the individual differences in all learners ensuring every child succeeds.

Our School Mission-:

To Nurture, Engage and Value Individual differences and encourage Life-long Learning to Empower students.

Our School Values-:

***Respect
Responsibility
Compassion
Excellence***

At Musgrave Hill, we have built a strong team of teachers who work tirelessly to ensure your child has the best learning opportunities available to them and they take enormous pride in the work that they do. We have a strong focus on literacy and numeracy skills and provide hands on learning activities with a flexible, open curriculum that prepares children for the continual changing face of education.

Our school believes collaboration between students, staff and parents is the key ingredient to enhancing student outcomes and creating a great place in which to learn. We look forward to the future and watching your child take charge of their own learning and making the most of every learning opportunity available to them.

Please feel free to contact the School leadership team on 5531 3919 if we can assist you in any way.

Warm regards,

Julie-Anne McGuinness
Principal
Musgrave Hill State School



CONTENTS

Welcome.....	2
Contents.....	3
School Campus Details / School Hours / School Terms.....	4
Enrolment / Before and After School Procedures.....	5
Late for School / Early Departures.....	5
Student Absences.....	5
School Records / Illness, Accidents and Emergencies.....	6
Medication.....	6
Student Resource Scheme Payments.....	6
Communication	7
Custody Issues.....	7
Dress Code.....	7
Parking / Road Safety.....	8
BOYD (Bring Your Own Device).....	8
Behaviour Process.....	8
General Information.....	8
P&C Association	9
Making A Complaint	9
APPENDIX 1.....	10
APPENDIX 2.....	13
APPENDIX 3	14

SCHOOL CAMPUS DETAILS

Address: 2 Nakina Street, Southport. 4215
Postal: PO Box 2605, Southport. 4215
Telephone: 07 – 5531 3919
Fax: 07 – 5591 5830
Office Hours: 8:00 am to 3:30 pm
Email Address: admin@musghillss.eq.edu.au

ECDP

Telephone: 07 – 5531 3919
Fax: 07 – 5591 5830

TUCKSHOP

07 – 5527 1012

SCHOOL HOURS

Students assemble outside hall	8.40am
Teaching and learning starts	8.50am
Morning tea – eating time	11.00am
Morning tea – play time	11.15am
Return to class	11.30am
Teaching and learning starts	11.30am
Lunch – eating time	1.00pm
Lunch – play time	1.15pm
Return to class	1.45pm
Teaching and learning starts	1.45pm
Students leave classroom	2.50pm

ENROLMENT-:

- **Enrolment Age-:** A child must turn 5 prior to 1st July to be eligible to commence Prep in that year.
- **Essential Documents-:** Proof of date of birth must be provided to Administration for Prep and Year 1 enrolments, and students from interstate or from non-Queensland state schools. Passports for overseas students must be provided to Administration. Report cards and/or samples of work from previous schools should be provided to Administration/class teacher for perusal.
- **Enrolment Interviews-:** Are conducted for all new enrolments. These meetings include an overview of school policies and a tour of the school.
- **Transfers Out-:** Parents should notify the office and class teacher of intention to transfer and the name of destination school. All school resources, including library books and musical instruments, must be returned prior to the student's last day.

BEFORE AND AFTER SCHOOL PROCEDURES-:

Our school day begins at 8.50am and ends at 2.50pm. Before school is not a playtime, the playgrounds and oval are not open and teachers are not rostered on to a duty at this time as they are preparing for the school day. When children arrive at school they are all to go to the covered area outside the hall where they are supervised by staff. When the first bell goes all students whether they are with their parents or not are to go to the covered area for our morning "Meet and Greet". This gives Admin and staff the opportunity to welcome all students for the day, recognise important events, and pass on any messages but more importantly for every student to start the day in a safe and positive manner. It may be beneficial for students to arrive at school close to the 8.40am start.

At 2.50pm students are dismissed from their classrooms and make their way to the Pick Up and Drop Off Zone at the front of the school. To ensure a safe process of collecting your child from school, Musgrave Hill State School P&C Association, in conjunction with the Gold Coast City Council, have created a Pick Up Zone in Nakina Street. Parents are asked to display their surname on the dashboard of their car. Teachers are on duty in this sheltered area to direct students to the gate once their name has been sighted.

All students should depart from the school grounds by 3.05pm unless involved in organised activity/sport practice. Any student who is not collected will be taken to the office and Administration staff will attempt to contact parents and/or emergency contacts. Police may be notified if parents and/or emergency contact are not contactable. Students who continue to be collected late may also be sent to our After School Care Facility for their safety and a fee will be charged to the parents for the use of this service.

LATE FOR SCHOOL-:

Students arriving at school after 8.55am must report to the office before proceeding to classroom. Continual lateness will be brought to the attention of the Principal/Deputy Principal for investigation.

EARLY DEPARTURE-:

Parents must collect students from the office (not the classroom). Students must be signed out at the office.

STUDENT ABSENCES-:

All student absences must be explained. If the reason for non-attendance is not known to the Administration staff, the absence is recorded as unexplained. Unexplained absences are brought to the attention of the Principal/Deputy Principal for investigation and are also recorded on student report cards. Persistent and constant absenteeism can result in parents being fined under the Education Act.

Please advise future or past absences by:

Text – 0418 125 029

Email - absences@musghillss.eq.edu.au,

Telephone - (07) 5531 3919

or a signed note from parent or guardian explaining reason, upon the student's return.

STUDENT RECORDS-:

Change of Information- Address and contact telephone numbers must be kept up-to-date.

Changes must be provided to the office. Change of details can be made by contacting the office on (07) 5531 3919 or emailing the office admin@musghillss.eq.edu.au

Emergency Contacts- Parents are priority one contacts. In the event of the school not able to contact parents, emergency contacts will be notified. They must be able to collect the student if required. Mobile phones that are switched off during school hours are not appropriate contact numbers.

ILLNESS, ACCIDENT AND EMERGENCIES-:

In the event of illness, classroom teachers direct students to the office. Parents (or emergency contacts) will be notified to arrange collection. In the event of an accident, the school provides basic first aid. If further treatment is required, parents are notified. In the event of a medical emergency, an ambulance will be called.

MEDICATION (INCLUDING ASTHMA PUFFERS)-:

- No medication (including non-prescription medication i.e. paracetamol) is administered to students without a doctor's written authorisation advising dosage amounts, times and duration.
- Parents must also complete an *Administration of Medication to Students* form available from the office or on the school website.
- All medication must be clearly labelled.
- All medication must be kept at the office.
- Asthma puffers may be self-administered and kept in students' bags or classrooms. If students need supervision or assistance, contact the office.

STUDENT RESOURCE SCHEME-:

Whilst the cost of providing instruction, administration and facilities for the education of a student at a state school is met by the State, a parent is directly responsible for providing the student with textbooks and other resources for a student's use while attending school.

As a service to assist parents with the cost of these educational resources, Musgrave Hill State School has chosen to operate a Student Resource Scheme. The purpose of the scheme is to provide parents with a cost effective alternative to purchasing textbooks, resources, consumables and/or materials from elsewhere, through reduced prices gained from the school's bulk purchasing processes.

PAYMENTS-:

We have many options to assist families with payments. Payments can be made through Internet Banking or BPoint; EFTPOS and Credit Card payments can be made at the office on any day during office hours and cash transactions can be made on Tuesday and Thursday mornings until 10am. No cash-out facilities are available. Payments can also be arranged fortnightly through Centrelink.

If financial difficulty is being experienced, parents should contact the Principal or Business Services Manager at the office personally or by telephoning the school on (07) 5531 3919.

COMMUNICATION-:

Assembly- Each Monday assembly is held in the school hall. Prep to Year 2 assemblies are held on even weeks and Year 3 to Year 6 assemblies are held on odd weeks both at 2.00pm. Parents and community members are welcome to attend.

Newsletters- Newsletters are published every second Friday and are distributed electronically. Please ensure you have provided the Administration staff with your current email address. The newsletter is also published on the school website.

Website-

Our school website is also a way of accessing information about the school. The website is www.musghillss.eq.edu.au

QSchools-

The QSchools mobile app is another way to access information regarding the school. Download the app from Apple iTunes, Google Play or Windows stores. When downloading the app, allowing 'push notifications' assists us to notify you of important information.

SMS Messaging-

We ask that all parents provide the school with a mobile phone number for the purpose of sending out group texts to remind parents and students of upcoming events at the school such as P&C meetings, special assemblies and other special events. This is a very cost effective and efficient way to get a message to a large group of parents.

Messages to Students-

Essential messages regarding change to pick-up arrangements should be telephoned no later than 2pm to ensure the message is relayed to the classroom teacher and student. Every effort is made to pass on the message, however, changes to class routine can delay the communication.

Appointments with School Staff-

Parents requesting appointments with Administration staff (Principal/ Deputy Principal/HOSES) should contact the office to arrange a suitable a meeting time. While we have formal reporting at the end of Term 2 and Term 4 if you have any other questions or concerns you are welcome to approach your child's teacher and make an agreed upon time to meet. It is important to note that teachers do have varying commitments before and after school so it is important to make a time that suits you both to ensure you have the one on one attention you deserve.

DRESS CODE:-

Musgrave Hill is proud of the way we conduct ourselves in the community and we are easily recognisable by our uniform. This uniform has been jointly agreed upon by parents, the school and the P&C and is available for students to purchase from the tuckshop. It is expected that all students will be in full uniform each day at school including the school hat. We also have a sports uniform for sale from the tuckshop which is available in house colours. House uniforms can be worn on sports days and Fridays. See Appendix 1 for full details of dress code.

CUSTODY:-

A member of administration is required to copy court orders issued in respect of custody. As a school we need to ensure the safety of all students. If a custody issue arises we will do everything we can to ensure that it does not impact on the good order and management of the school. We request that in the event of any custody issues that you respect the fact that we are a school. We are not there to mediate or be the site for any parental disputes or arguments.

BYOx (Bring Your Own Device)-:

Our school is committed to the use of technology (iPads) in classrooms. Students are encouraged to bring their own iPads to school to use in the classroom. The BYOx policy must be completed and signed before students can use iPads in classrooms.

PARKING / ROAD SAFETY-:

A designated pick-up/drop-off zone is located in Nakina Street and parking restrictions are clearly signed. It is recommended not to park in restricted areas and across our neighbours' driveways. It is highly recommended, for the safety of all, that parents and students use the designated crossings.

RESPONSIBLE BEHAVIOUR PLAN-:

At Musgrave Hill we aim for our school community to be friendly, supportive and safe, both physically and emotionally for all those who come here to work and learn. The function of our Smooth and Bumpy Road Classroom Sign System is to empower students to make positive choices and give students a neutral environment to reflect.

- **SIGN 1*- Rule reminder and re-direction**
- **SIGN 2*- Time out student reflection**
- **SIGN 3*- Buddy classroom**
- **SIGN 4*- Referral to planning room for lunch time reflection (detention)**
- **SIGN 5*- If behaviour continues student is referred to the planning room immediately and student is placed on a behaviour monitoring plan.**
- **Office Referral- time out in office**
- **In-school or formal suspension (parents advised, re-entry interview is required)**

GENERAL INFORMATION-:

Sports House- There are 3 sports houses – Koala (red), Pelican (yellow) and Dolphin (green). Students are allocated a sports house on enrolment.

Lost Property- All items brought/worn to school should have the student's name clearly labelled. A lost property box is located near the tuckshop. At the end of each semester, unclaimed lost property is donated to charity.

Visitors to the School- Between the hours of 8.50am to 2.30pm, parents visiting the school must sign the *Visitors Book* at the office before going to the classroom. Exceptions to the above include parents signing in at the tuckshop as a volunteer and parents attending school events such as classroom presentations, assemblies and sport carnivals.

Parent Involvement- Class teachers may request parent help for small group activities in the classroom and supervision of excursions. Parents can volunteer at the tuckshop. Please note adults other than parents/guardians are required to hold a Positive Notice for Child Related Employment (Blue Card) prior to volunteering.

Tuckshop- Our tuckshop operates five days a week. Tuckshop menus are available at the school office or from the tuckshop. Our tuckshop operates under Flexi Schools, which is a convenient way for parents to order their child/ren's tuckshop online. www.Flexischools.com.au

Valuables at School-: Parents are requested to assist school personnel by ensuring that valuable possessions as well as large amounts of money are **not** brought to school. If your child needs to bring a mobile phone to the school they are required to bring it to the office for safe keeping. Any phone or device not handed in will be confiscated and held at the office until a parent can collect it.

Before and After School Care- is operated by the YMCA Outside School Hours Care.

YMCA operates Monday to Friday-: Before School - 6.30am to 9am

 After School - 2.30pm to 6pm

 Vacation Care- 6.30am to 6pm

Telephone: (07) 5528 3490

Mobile: 0439 752 168

Email: amh@ymcabrisbane.org

PARENTS AND CITIZENS' ASSOCIATION-:

All parents are more than welcome to attend our Parents and Citizens' Association meetings which are usually held on the second Wednesday of each month at 5:30pm in the Staffroom. These meetings decide school improvements and fundraising activities. They also offer the chance for discussion of general school business and involvement in the school's action plans.

MAKING A COMPLAINT-:

Please refer to Appendix 3.

APPENDIX 1

Musgrave Hill State School Dress Code

Musgrave Hill State School is a strict uniform school. Under Sections 360-363 of the Education (General Provisions) Act 2006, we have the support of our Parents and Citizens' Association to uphold 100% adherence to the uniform. Our student dress code consists of an agreed standard and items of clothing, which includes a school uniform that Musgrave Hill State School students wear when:

- attending or representing their school;
- travelling to and from school;
- engaging in school activities out of school hours.

The Musgrave Hill State School Parents and Citizens' Association supports a student dress code policy because it believes that a student dress code provides clothing that aims to contribute to a safe and supportive teaching and learning environment through:

- ready identification of students and non-students at school;
- fostering a sense of belonging; and
- developing mutual respect among students by minimising visible evidence of economic or social differences; and
- promoting an effective teaching and learning environment by eliminating the distraction of competition in dress and fashion at the school.

The Musgrave Hill State School student dress code reflects school community standards and is consistent with occupational health and safety and anti-discrimination legislation. We actively encourage our students to take pride in themselves and their school. One way in which this may be achieved is through adherence to the school's dress standards. As the parent/carer and provider of your child, we seek your support in this matter.

Inappropriate dress refers to clothing or apparel worn by students that is deemed to be:

- Offensive;
- Likely to disrupt, or negatively influence normal school operations;
- Unsafe for student or others; and
- Likely to result in a risk to health and safety of student or others.

In circumstances where inappropriate or unreasonable dress is worn, appropriate action will be taken.

School Standard	Parents are advised that	Consequences
<p>School Uniform:</p> <ul style="list-style-type: none"> ♣ Jade green skirt, shorts or skorts (Available at tuckshop) ♣ Musgrave Hill golden yellow polo shirt with jade green collar, with “Musgrave Hill State School” emblem. (Available at tuckshop) <p>Winter Uniform: As above plus the following options:</p> <ul style="list-style-type: none"> ♣ Jade, gold and white jacket (Available at Tuckshop) ♣ Bottle green jumper or tracksuit (Available at leading retailers) 	<p>Musgrave Hill State School is a uniform school where students are to wear the uniform.</p> <p>To represent the school on excursions, interschool sport etc all students are to wear the appropriate Musgrave Hill State School uniform. Students not wearing the uniform are required to bring an explanatory letter from their parents.</p>	<ul style="list-style-type: none"> × Students wearing inappropriate clothing or apparel will be asked to dress appropriately and change immediately. × Students not wearing school uniform will be ineligible to represent the school away from the campus. × Students without a valid excuse for not wearing a uniform may be required to attend the planning room. × Students out of school uniform will be asked to change into an appropriate item from the bank of uniform items held at the school.
<p>Hats:</p> <p>All students are required to wear the following sun-safe hat:</p> <ul style="list-style-type: none"> ♣ Jade green bucket hat with gold trim. <p>(Both hats is available at the tuckshop)</p>	<p>Non-wearing of this hat is ‘likely to result in a risk to the health of the student’. Musgrave Hill State School follows the sun-safe guidelines of the Queensland Cancer Society.</p>	<ul style="list-style-type: none"> × Students who do not have a sun-safe hat will be excluded from activities in the sun during play breaks. × Students without a valid excuse for not wearing a sun-safe hat may be required to attend the planning room. × Students who do not have a sun-safe hat for PE will be required to wear a cap/hat from a bank of hats held at school. × Students who do not have a sun-safe hat will be ineligible to represent the school away from the campus.
<p>Footwear:</p> <ul style="list-style-type: none"> ♣ Fully enclosed black shoes <p>Socks: Plain White socks</p>	<p>Non-wearing of shoes could be ‘unsafe for the student or others’. Shoes with high heels or platforms, thongs, slippers and sandals are not permitted.</p>	<ul style="list-style-type: none"> × A student will be asked to replace his/her shoes and will be excluded from all outdoor activities until suitably attired. × Students without a valid excuse for not wearing the required footwear may be required to attend the planning room or afternoon detention. × Students who do not wear the required footwear will be ineligible to represent the school away from the campus.
<p>Nail Polish:</p>	<p>Only clear nail polish is to be worn.</p>	<ul style="list-style-type: none"> × Students wearing coloured nail polish will be asked to remove it

<p>Jewellery:</p> <ul style="list-style-type: none"> ♣ Watch ♣ Small plain sleepers or stud earrings ♣ Medical alert bracelet or necklace <p>Items of significant religious belief with notification to administration.</p>	<p>No other articles of jewellery may be worn. This includes facial, body or tongue piercing. Other jewellery may be 'unsafe for the student or others' as such items could become caught in play equipment or could come into contact with another student causing injury. Students will be requested to remove jewellery during sporting activities.</p>	<ul style="list-style-type: none"> × A student wearing other jewellery will be asked to remove the item and if necessary give it to the teacher for safe-keeping for the remainder of the day.
<p>Hair:</p> <ul style="list-style-type: none"> ♣ Hair at or over collar length is to be plaited, braided or tied back with appropriate accessories (bottle green or yellow in colour is preferred) ♣ Dyed hair or outlandish hairstyles are not permitted eg. Mohawks. 	<p>To reduce the transfer of headlice long hair is to be plaited, braided or tied back. Long hair not tied up could be 'unsafe for the student and likely to result in a risk to health and safety of students and others'. Dyed hair and inappropriate hairstyles could 'negatively influence the normal school operations'.</p>	<ul style="list-style-type: none"> × All students (male and female) will be asked to tie back long hair. × Students who do not adhere to this requirement may be required to attend the planning room or be ineligible to represent the school away from the campus
<p>Helmets:</p> <ul style="list-style-type: none"> ♣ Students riding bikes, scooters and skateboards are legally required to wear helmets 	<p>Helmets must be securely fastened. Non-wearing of helmets is against the law and could be 'unsafe for the student and others'.</p>	<ul style="list-style-type: none"> × If necessary the police will be contacted.

In the above circumstances:

- ♣ **Parents/Caregivers can be notified by telephone/letter that their child is not complying with the Student Dress Code and the consequences herein.**
- ♣ **Should a student choose to be persistently out of uniform, parents/caregivers may be called to a meeting at the school to further discuss and resolve the matter.**

Appendix 2

Condition	Child with the infection	Persons exposed to the child with the infection
Chickenpox & Shingles	Exclude for at least five days after the first appearance of the rash and the last blister has scabbed over. (some remaining scabs are not a reason for continued exclusion)	Exclude children with immune deficiencies (e.g. leukaemia or on chemotherapy), otherwise not excluded.
Conjunctivitis	Exclude until discharge from eyes has ceased.	Not excluded
Cytomegalovirus	Exclusion not necessary	Not excluded
Diarrhoea (campylobacter, cryptosporidium, giardia, rotavirus, salmonella, shigella)	Exclude until diarrhoea has ceased for 24 hours	Not excluded
Glandular Fever (mononucleosis)	Exclusion not necessary	Not excluded
Hand, Foot and Mouth Disease	Exclude until all blisters have dried.	Not excluded
Hepatitis A	Exclude until 7 days after the onset of illness or jaundice. Re-admit with a medical certificate for recovery.	Not excluded
Hepatitis B	Exclusion not necessary	Not excluded
Hepatitis C	Exclusion not necessary	Not excluded
Herpes ("cold sores")	Young children unable to comply with good hygiene practices should be excluded while sores are weeping (sores should be covered with a dressing where possible).	Not excluded
Human immune-deficiency virus(HIV AIDS virus)	Exclusion not necessary unless child has a secondary infection.	Not excluded
Impetigo ("school sores")	Exclude until treatment has started. Sores on exposed skin should be covered.	Not excluded
Influenza and influenza like illness	Exclude until well.	Not excluded
Bacterial Meningitis and Meningococcal infection	Exclude until well.	Not excluded
Mumps	Exclude for 9 days or until swelling goes down.	Not excluded
Parvovirus (erythema infectiosum, slapped cheek or "fifth Disease")	Exclusion not necessary.	Not excluded
Ringworm, Scabies, Head Lice	Exclude until day after approved treatment has commenced	Not excluded
Rubella (German Measles)	Exclude for at least four days after the rash first appears.	Not excluded (Female staff of childbearing age should check their immunity to rubella with their GP)
Streptococcal infection (including scarlet fever)	Exclude until child has received antibiotic treatment for at least 24 hours.	Not excluded
Tuberculosis	Exclude until well and approval to return has been given by a Public Health Unit Physician or delegate.	Not excluded unless advised by public health authority.
Typhoid Fever (including paratyphoid fever)	Exclude until well and approval to return has been given by a Public Health Unit Physician or delegate.	Not exclude unless advised by public health authority.
Whooping Cough (pertussis)	Exclude for 14 days from onset of coughing or until child has taken five days of a 7 day course of antibiotics. (erythromycin)	Household contacts who have received 3 doses of pertussis vaccine should be excluded from childcare until they have taken 5 days of a 7 day course of erythromycin, or from 14 days after their last exposure to the infection.

*Recommendations for exclusion of persons exposed to pertussis (contacts) are specific to Queensland Health and may differ slightly from recommendations in "Staying Healthy in Childcare". *Schools and childcare centres should notify the nearest Public Health Unit as soon as possible if attending children or staff are diagnosed with any of these conditions.

Appendix 3

Making a complaint

Information for parents and carers

clever • skilled • creative

During the course of your child's school years, you may have cause to make a complaint about an issue or concern you have with their education.

The Department of Education and Training is committed to ensuring that all complaints are dealt with in a fair and equitable manner. There are processes and support networks in place to enable you and your child to work through any issues or concerns you may have.

To achieve an effective resolution for all parties, when making your complaint, you should ensure you:

- provide complete and factual information in a timely manner
- deliver your complaint in a calm and reasoned manner
- avoid making frivolous or vexatious complaints
- or using deliberately false or misleading information.

You should be aware that if you are making a complaint about a staff member that, in most instances, the staff member will be told of the complaint and offered the right of reply. You also have the right to have a support person participate throughout the process.

The following four-step procedure is in place to assist parents/carers and school staff to reach an outcome that is in the best interest of the student.

1. Discuss your complaint with the class teacher

If your complaint is with your child's teacher or relates to an issue concerning your child's experience at school, make an appointment with that teacher as soon as possible through the school administration. Discuss your complaint with the teacher and give the teacher an opportunity to suggest a solution. The teacher will make a record of your complaint and report your meeting and any outcomes to the school principal. Together, both you and your child's teacher should be able to resolve the problem at this level.

2. Discuss your complaint with the principal

If after approaching your child's teacher your complaint remains unresolved, make an appointment to see the school principal to discuss the issue further. Alternatively, you and the teacher may agree to ask the principal to act as a go-between in informal conflict resolution in an attempt to resolve the problem.

If your complaint relates to more general school matters, including issues of school policy and issues of compliance or non-compliance, you should raise your complaint directly with the principal or their delegate. The principal may refer your complaint to a delegate such as the deputy principal or Business Services Manager. The staff member will make a record of your complaint and work with you to come to a resolution.

Complaints to the principal may be lodged in person, by telephone, writing or via email. Principals' email addresses can be accessed through the Schools Directory at www.education.qld.gov.au/directory/ - select the relevant school, then click on the email link.

3. Contact your local education office

If you have discussed your complaint with the principal and still feel that you have not reached a resolution, you have the right to contact your local Department of Education and Training office.

Complaints may be lodged by telephone or in writing. Your complaint should be specific in detail and outline the steps you have taken to resolve the issue. Ensure your complaint includes your full name and address and that you have signed and dated it. It is also a good idea to keep a copy for your own records.

Anonymous complaints will only be acted on if enough information has been provided to allow for follow-up with the relevant school principal.

When you contact your local education office a record will be made of your complaint. You will also be advised that your name and the nature of your complaint will be reported back to the principal of your school. Local office staff will then work with you and your school to seek a resolution.

Addresses and telephone numbers for the Department of Education and Training offices are listed in the White Pages of your local telephone directory and are also available through the Schools Directory at www.education.qld.gov.au/directory/

4. Independent review

If you have not been able to resolve your complaint through these formal processes, you can lodge

your complaint with the Queensland Ombudsman. The Ombudsman may be contacted at:

Office of the Ombudsman

GPO Box 3314, Brisbane, Qld 4001

Email: ombudsman@ombudsman.qld.gov.au

Telephone (07) 3005 7000 or

Toll Free 1800 068 908

Fax (07) 3005 7067

The role of Parents and Citizens' Associations (P&Cs)

Complaints about services that are run or managed by the P&C at your school, for example after school care or the tuckshop, should be directed to the P&C in the first instance.