

Customer Feedback Management

Compliments and Complaints



1. Values

We lead, inspire and connect our community to provide our students with equitable, personalised and continuous learning to achieve a brighter future.

Our values are: Equity, Integrity, Collaboration, Innovation and Respect.



Equity

We respond to differences



Integrity

We do the right thing



Collaboration

We are better together



Innovation

We strive for improvement



Respect

We treat everyone with dignity

2. Purpose

Queensland Children's Hospital School appreciates and acknowledges that parents, carers, students and community members have a right to provide feedback – which may take the form of a compliment or complaint. As a department, we welcome opportunities to improve our services and achieve our vision of equity and excellence in a high performing education system. This document outlines how Queensland Children's Hospital School will manage feedback including compliments and customer complaints.

3. Scope

Queensland Children's Hospital School comprises campuses and education programs across Queensland. The scope of this policy encompasses all Queensland hospital education programs (QHEP) which include education services located within paediatric hospital wards, adolescent mental health services (inpatient and day program), adolescent alcohol and other drugs services, and delivered online via the Virtual hospital education program.

4. What is a compliment?

A compliment is an acknowledgement of the service or action of Queensland Children's Hospital School or our staff. The person sending a compliment will usually be a parent, carer, student or other school community member. It could also be anyone else directly impacted by something at our programs.



5. What is a customer complaint?

A customer complaint is if a customer is unhappy with the service or action of Queensland Children's Hospital School or our staff and has been directly affected by the service or action they are unhappy with.

In our programs, the customer making a complaint will usually be a parent, carer, student or other school community member. It could also be anyone else directly impacted by something at our programs. However, employees should follow internal processes through the relevant line manager or departmental process, including from other government departments.

Some complaints must be managed using different processes. These include:

- issues about harm, or risk of harm, to a student attending a Queensland Children's Hospital School program, which must be managed in accordance with the [Student protection procedure](#); and
- complaints about certain decisions made under legislation – refer to the department's [Complaints and grievances management policy](#) for more information
- complaints about integrity or misconduct matters, which should be reported to the [Intake, Referrals and Partnerships team](#)
- complaints related to privacy, which should be reported to the [Privacy team](#).

6. Roles and responsibilities

We treat everyone with respect, courtesy and fairness, and aim to act compatibly with human rights. **Our responsibilities** include:

- following the customer complaints management [framework](#) and [procedure](#) when managing complaints;
- resolving complaints promptly; and
- providing information about our processes, timeframes and any available review options.

If someone makes a complaint, they also have responsibilities, including:

- cooperating respectfully and understanding that unreasonable conduct will not be tolerated.
- giving us a clear idea of the issue or concern and a possible solution.
- providing all relevant information when making the complaint.
- understanding that addressing a complaint can take time; and

- letting us know if something changes, including if help is no longer needed.

7. Compliments management process

At Queensland Children's Hospital School, our compliments management process involves the following steps:

i. Receipt

We ask parents, carers, students or community members who would like to send a compliment to use the feedback form, located on our website at:

<https://qchschool.eq.edu.au/our-school/contact-us>

[CLICK HERE TO ACCESS THE FEEDBACK FORM](#) or via QR code:

Alternatively, compliments can be emailed to: Feedback@qchschool.eq.edu.au



ii. Assessment and management

We will examine the compliment and share with relevant staff if appropriate. We aim to do this promptly. Where appropriate, compliments may be used for marketing and promotion purposes, including social media. The feedback form above allows for anonymous compliments.

8. Complaints management process

At Queensland Children's Hospital School, our complaints management process involves the following steps:

iii. Receipt

The complaint should be made where the problem or issue arose. We ask parents, carers, students or community members who would like to make a complaint to use the feedback form, located on our website at: <https://qchschool.eq.edu.au/our-school/contact-us>

[CLICK HERE TO ACCESS THE FEEDBACK FORM](#) or via QR code:

Alternatively, complaints can be emailed to:

Feedback@qchschool.eq.edu.au



Please let us know if you need support to make a complaint or to understand this information. This includes if you:

- are deaf or hard of hearing.
- have difficulties speaking.
- use a language or dialect other than English; and
- need access to a translator or interpreter.

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

iv. Assessment and management

We will examine the issue(s) raised and try to resolve the complaint. We aim to do this promptly but understand that we have many other responsibilities, and it may not be possible to make contact or resolve a complaint immediately.

v. Providing an outcome

Once we finish examining the complaint, we will let the person who has made the complaint know the outcome and any available review options.

9. Review options

If the person who has made the complaint is dissatisfied with the way we handled their complaint and/or if they believe the outcome is unreasonable, they can contact the [regional office](#) to ask for an internal review. An internal review is a process that examines if the complaint management process was appropriate and/or if the outcome reached was reasonable. Please note an internal review is not a re-investigation of the original complaint. A [Request for internal review form](#) should be completed and the request should be submitted to the regional office within 20 days.

There is also an external review option (for example, the Queensland Ombudsman or Queensland Human Rights Commission), which becomes available once the department's complaints process has been exhausted.

10. More information and resources

The following resources contain additional information:

- [Complaints and grievances management policy](#)

- Customer complaints management [framework](#) and [procedure](#)
- [Compliments and customer complaints website](#)
- [Instructions for uploading the school complaints process](#)
- [Making a customer complaint: Information for parents and carers](#)
- [Student code of conduct factsheet](#).

11. Endorsement



Michelle Bond

Executive Principal

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