



Fact sheet

Complaint process for restrictive practices

There will be some occasions when state school staff will need to use a restrictive practice with a student in order to maintain the safety and wellbeing of students, staff or others.

Generally, the restrictive practices permitted under the Restrictive practices procedure must only be used where:

- the restrictive practice is reasonable in all the circumstances; and
- where there is no less restrictive measure available to respond to the behaviour in the circumstances.

In the event that a parent is not satisfied with the decisions associated with the use a restrictive practice with their child, they may wish to use the [customer complaints process](#).

Parents are encouraged to use the following three step approach:



1. Early resolution: the best place to raise concerns is at the point where the problem or issue arose. Depending on the concern, parents may make their complaint to the child's teacher or the principal.



2. Internal review: if a parent is dissatisfied with the outcome or how the complaint was handled, a request can be made to the [local Regional Office](#) to conduct an internal review.



3. External review: if a parent is dissatisfied after the internal review, they may wish to contact a review authority such as the Queensland Ombudsman and request an independent, external review.

Information for parents is available on the Department of Education's [Making a customer complaint factsheet](#). Visit the [Queensland Ombudsman](#) for more information about external review options.

How to make a complaint?

[Contact the principal](#) to explain why you disagree with a decision or to lodge your complaint and they will try to resolve the issues and concerns satisfactorily. It will be important to have honest and open dialogue with the principal and school staff if resolution is to be found. If you are dissatisfied with the outcome or handling of your customer complaint, you can ask for your complaint to be reviewed by the department. This is called an **internal review**. For more information about the internal review process, refer to the [Internal review procedure and information sheet](#).

If you have a complaint that concerns the principal's decision making or behaviour, that complaint should be referred to the principal's supervisor at the [regional office](#). The complaint will be referred to the Conduct and Complaints team for assessment and recording.

In making a complaint it will be important to provide some basic information:

- your name and contact details (complaints may also be made anonymously, however this may limit the investigation);
- the name and workplace address of the employee you are complaining about;
- a brief summary of your complaint including the names of the parties involved (if known);
- any other information you believe may assist in the assessment of your complaint.

Additional resources

- [Customer complaints management procedure](#)
- [Customer complaints management policy](#)
- [Customer Complaints Management Framework](#)
- [Internal review procedure](#)

Uncontrolled copy. Refer to the Department of Education Policy and Procedure Register at <https://ppr.qed.qld.gov.au/pp/restrictive-practices-procedure> to ensure you have the most current version of this document.

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