



# Who to talk to if your child goes to an independent school

If your child goes to an independent school and you would like to seek support for your child, there are steps you can take.



If your child goes to an independent school and you would like to seek support for your child, please contact your child's school. Your child's school will offer a range of programs and services and will work closely with you to find the best support for your child's academic, social, and mental health and wellbeing needs.

## Talked to the school and things are still not working out?

In most cases, your child's school will be able to help you with any concerns you have. However, if you have worked closely with the school and you are still not happy with the outcome, there are steps you can take. Every independent school in Queensland must have an approved complaints handling process. Check the school website or contact their administration team to find out more.

# Making a complaint

If you would like to make a complaint, please talk to your child's school and ask them how their process works as it will differ from school to school. If you work through the complaints process and you are still not happy with the outcome, you can refer your complaint to the school's governing body which is usually a board led by a chairperson. A board is a group of qualified people from outside the school who make sure the school is being run properly from a strategic, financial, and legal perspective. To find out more, please talk to your child's school about how its referral process works.

# Taking a complaint further

If your complaint has been referred to the school's board and you are still not satisfied with how it was handled, there are a number of external organisations that can investigate your complaint further. These include:

- Queensland College of Teachers
- Non-State Schools Accreditation Board
- Queensland Human Rights Commission
- Queensland Police

# Queensland Independent Schools Parents Network

The Queensland Independent Schools Parents Network, or QIS Parents Network, represents the needs and interests of parents whose children attend independent schools in Queensland. QIS Parents Network is an information sharing and statewide advocacy body. Parents who have any concerns with their school should follow the process as outlined above. The network's website offers a wide range of general information, advice and resources for parents of children at independent schools.

# Looking for a better fit for your child?

If you feel your child's school is no longer a good fit for your child, there are other options. You could consider another independent school, a Catholic school or a state school for your child. And if your child is between the ages of 15 and 17 years, there is a range of education and training options available that might suit your child's learning style and career goals.

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