How to Make a Complaint

We want to hear your concerns. We aim to provide a service that can be improved through your feedback. You can raise an issue with any member of our staff. Issues you think are serious should be raised with the principal staff. Our staff are encouraged to deal positively and sincerely with your concerns. They will listen. They will ask questions to make sure they understand. They may take notes to assist in following up your concern. They will help you to take your complaint to the right place. If you wish to bring a friend or if you want help or support, such as someone who can talk for you or as an interpreter, we will be happy to assist you.
We are committed to dealing positively with your concern. It helps us to learn how we can do things better for you. We will try to make sure that your complaint is resolved quickly. Sometimes a complex matter will take time, but we will always make sure you understand what we are doing and why. By the end of the process should you still not be happy with the situation our school can advise you on further action you can take with the situation. Naturally our school always seeks to ensure situations are resolved and that actions beyond this school need not occur.

Please Talk To Us

We are committed to finding solutions.

Education Queensland policy found at:

CMR-PR-001: Complaints Management