



ASPIRE - LEARN - ACHIEVE
"Pathways to success"

Bentley Park College

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To lodge a complaint/concern- Form A

From time to time there may be concerns regarding your child or child's teacher at school, the operations of the school or a staff member.

These concerns may grow into bigger issues if you don't talk to the relevant school staff. Bentley Park College is committed to ensuring that all parents, carers, students and staff have their concerns dealt with in a fair and equitable manner and there are processes and support structures in place to enable these to be worked through.

Quality time and information is required to work through an issue.

Please complete this form and in most circumstances, someone will be in contact with you within 24 hours.

Complaint taken: Counter Phone call In writing Personal Other

Name of person making the complaint/concern: _____

Contact details: _____

Summary of concern (submit further information on reverse of this form if necessary): _____

Steps initiated to resolve the issue? _____

Action requested by complainant/concern: _____

Signature

_____/_____/_____

Office use only:

Complaint/concern taken by: _____ (Name of staff member)

Complaint/concerns: Student Staff Facilities

Complaint forwarded to: 7-12: Janelle Smith (jsmit426@eq.edu.au) to forward to College Principal



Queensland
Government

