Bentley Park College
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Complaints management process: Complaints Form

At Bentley Park College, we ask parents, carers, students or community members who would like to make a complaint to either visit the website, complete the complaint form and email the.principal@bentleyparkcollege.eq.edu.au or visit the sub-school offices to complete in person. In most circumstances, a staff member will be in contact with you within the required timeframe as below.

The Department of Education and Training Customer Complaints Management Procedure states:
o   Simple complaint: up to 20 days
o   Complaints requiring some inquiry: up to 45 days
o   Complaints requiring investigation and referral: up to 90 days, or longer in some cases.

The following information should be provided when making a complaint:
•   what happened, including when and where it occurred, and who was involved; and
•   what outcome or solution you are seeking to address your issue or concern.

We accept anonymous complaints, however it is important to understand this could limit how a complaint is assessed and resolved, and it may also prevent an outcome being provided.
i.   Assessment and management
We will examine the issue(s) raised and try to resolve the complaint. We aim to do this promptly, but may need to work within the timeframes as above depending on the reason for the complaint.
ii.   Providing an outcome

Once we finish examining the complaint, a staff member will inform the complainant of the outcome. The department is committed to responding to customer complaints in an accountable, transparent, timely and fair way that is compatible with human rights.

Name of person making the complaint:_____

Contact details: Phone:_____   Email: _____

Summary of complaint: _____

_____

_____

_____

_____

_____

_____

Steps initiated already to resolve the issue?

_____

_____

Action requested by complainant: _____

_____

_____   _____/_____/_____
Signature   Date   1.