

## Online Complaint Form

The QCT aspires to provide outstanding customer service and acknowledges it is accountable for how it is perceived by the public, teachers and interest groups. Feedback from the public, teachers and interest groups, relevant to their level of satisfaction with the service or actions of the QCT and its employees will be captured and analysed. The QCT believes that both constructive criticism and information from complaint data will contribute to business improvement and enhanced customer service.

### How we will use your information

Your information will help us to investigate your complaint. We will protect your personal information. There may be some circumstances where your personal information will need to be given to others as part of investigating your complaint. Information entered on this form will be put into our complaints management system.

### Your details

\* indicates required fields

\*Family name

\*First name

\*Gender  Male  Female

Address

Address 2

Suburb

State

Post Code

Country

\*Telephone before hrs

Telephone after hrs

Mobile

Email

### Anonymous complaints

We accept anonymous or whistleblower complaints. You will need to provide sufficient information to enable us to consider your complaint. If you are submitting an anonymous complaint, type the word 'anonymous' in both family and first name fields.

### What happens to your complaint?

Your complaint will be given careful and prompt attention. Many complaints are finalised quickly. Complex or formal investigations may take much longer. If we are unable to make enquiries into your complaint we will explain why.

### Phone Numbers

Remember to include your area code. Please use numbers only - do not use brackets or hyphens.

### What are you complaining about?

\***Question 1** Outline what action, decision or conduct you are complaining about

\***Question 2** Provide details of your complaint

\***Question 3** What result are you seeking?

### Details to provide

Set out your complaint as clearly and as briefly as possible. Focus on facts. Mention the steps you have taken to resolve the problem. Keep any relevant documents, including all contact with the QCT, because we may ask you for copies.

### What result are you seeking?

Please indicate what action you think should be taken to resolve your complaint.