



Complaints Policy and Process

During the course of your children's school years, you may have cause to make a complaint about an issue with your child's education. Education Queensland is committed to ensuring that all complaints are dealt with in a fair and equitable manner. There are processes and support structures in place to enable parents and students to work through any issues they may have with Education Queensland provision.

Our aim with all complaints is to find resolution, therefore, when making a complaint, please ensure that you:

- Provide complete and factual information in a timely manner
- deliver your complaint in a non-threatening and non-abusive manner; and
- Not make frivolous or vexatious complaints or include deliberately false or misleading information

