



Formal Complaint Form

Please note: This form is for **formal complaints only**. It will be reviewed and processed as quickly as possible by the school's admin department and principal. Matters that require Board review can take several months to conclude. If you have a general concern or question, you can simply email that request for information or explanation to either of the email addresses below. Please complete, retain a copy (for your own records) and forward this form (preferably as an attachment) to either admin@tkis.qld.edu.au or principal@tkis.qld.edu.au and the school will respond as soon as possible.

Name of complainant (your name):

I'd rather remain Anonymous please.

Your contact/phone number:

Your email address:

Date this complaint is lodged:

For record-keeping purposes, how would you describe yourself? (please tick any that apply). I am a...

Parent/Carer of an Existing student

Existing Staff Member

Current Student

Member of the Public

Parent/Carer of a Former student

Former Staff Member

Former Student

Other – including Private/Anonymous

For record-keeping purposes, how would you describe who you are complaining about? (please tick any that apply). This complaint is about...

A current staff member of the school

A current student of the school

The school's rules, policies or procedures

Various things.

A former staff member of the school

A former student of the school

The curriculum or subjects/topics taught at the school

Some other aspect of the school, namely...

Name the person or entity you are complaining about. This complaint is about:

Details of your complaint: (please provide as much detail/evidence/examples as you can and attach separate, additional pages if needed):

Can anyone else provide evidence or information to support your complaint? If so, please provide their name and contact details below:

Name and contact details of provider of supporting evidence:

(please ensure this person has given their permission for us to contact them and be included in investigations of this Formal Complaint:

What would you like to see the school do to resolve your complaint?

Where to from here? The school is a 'mandatory reporter' and is required to report to the relevant authorities, any information we receive that might suggest that a child or young person is or could be at risk of danger. Do you believe this complaint suggests that a child or young person is at risk of danger? Yes No Unsure
Assuming that this is not a mandatory reporting matter, then Natural Justice and Procedural Fairness requires the school to provide to the person or persons about whom you have complained, a copy of your complaint and reasonable time to respond and provide their own evidence in defense. Is there any reason that you believe that you or anyone else might be placed at risk by the school providing this information to the person/entity about whom you are complaining? If so, why?

If you are making this complaint anonymously, the school will do its best to investigate the matter independently, but the person/entity about whom you have complained still deserves natural justice and an opportunity to respond to any accusations made within this complaint. The school will seek to achieve a resolution to your complaint within sixty (60) days of receipt. We will require your contact details to be able to provide you with a formal response. Do you understand and agree to the processes outlined here? Yes

Your Signature: