

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 about 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.

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.

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. If you post a hardcopy of your complaint, please address it to 'The Director' and mark the envelope 'Confidential'.

What result are you seeking?

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

PERSONAL DETAILS

| | | | |
|------------------------|-------------------------------|---------------------------------|----------------------|
| Full name | <input type="text"/> | | |
| Gender | <input type="checkbox"/> Male | <input type="checkbox"/> Female | |
| Address | <input type="text"/> | | |
| City | <input type="text"/> | State | <input type="text"/> |
| Country | <input type="text"/> | | |
| Telephone business hrs | <input type="text"/> | | |
| Telephone after hrs | <input type="text"/> | | |
| Email address | <input type="text"/> | | |

What are you complaining about?

Outline what action, decision or conduct you are complaining about

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Complaint Form



What are you complaining about? cont.

Provide details of your complaint

Lined area for providing details of the complaint.

What result are you seeking?

Lined area for stating the desired result of the complaint.

PRIVACY STATEMENT

The Education (Queensland College of Teachers) Act 2005 authorises the Queensland College of Teachers (QCT) to collect and use personal information for the purpose of carrying out its statutory obligations and functions which include deciding applications for registration and permission to teach, maintaining the register of teachers and undertaking reviews and research. In carrying out its functions the QCT will give some personal information to other parties including the Queensland Police Service, the Director of Public Prosecutions, the Public Safety Business Agency, teacher employing authorities or service providers engaged by the QCT. A de-identified or aggregate form of data may be released on an open data website. Further details about the QCT's Privacy Statement and collection of personal information may be found on the QCT's website www.qct.edu.au.

Contact us

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or call 1300 720 944

Email: complaints@qct.edu.au

www.qct.edu.au