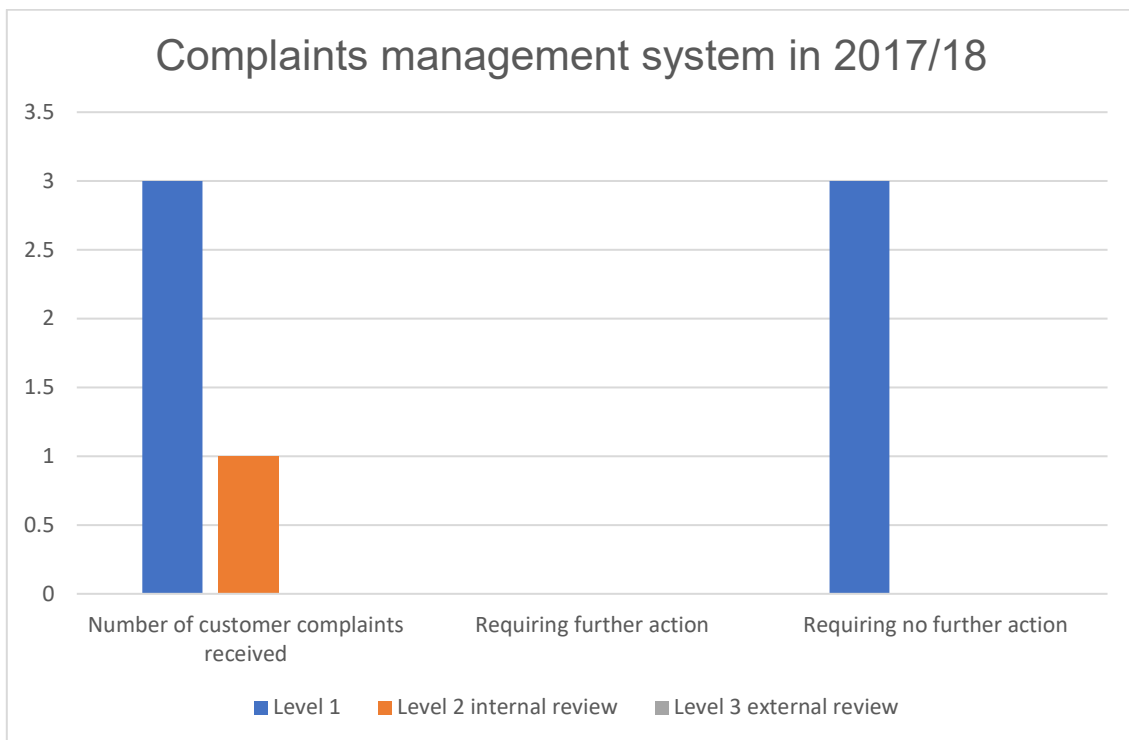


The purpose of the complaints management system (CMS) for customer complaints is to provide a process for the QCT to respond to, and facilitate the resolution of, complaints from the public, teachers or other stakeholder groups.



#### NOTE

Statistics relating to professional conduct and disciplinary activity, which includes complaints received against teachers, are available for view in the QCT annual reports at <http://www.qct.edu.au/about/corporate-publications>.