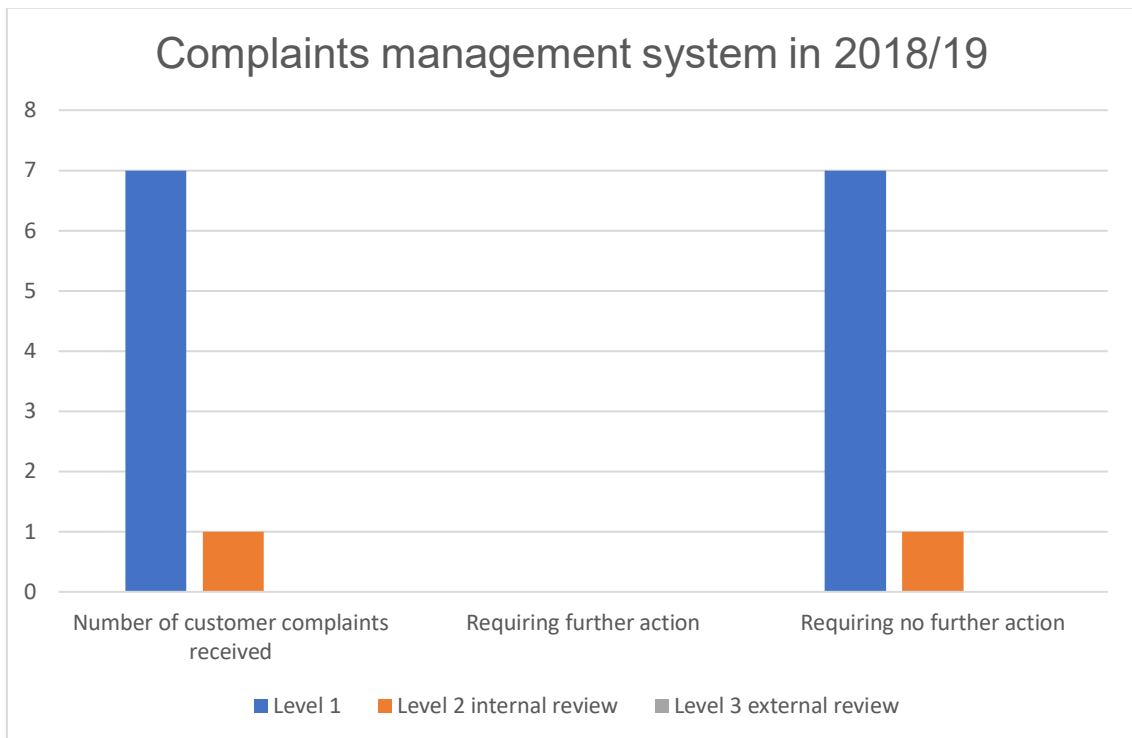


The purpose of the complaints management system (CMS) for customer complaints is to provide a process for the QCT to respond to, and facilitate the resolution of, complaints from the public, teachers or other stakeholder groups.



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>.