

Registering Your Complaint

You can use this form to make a complaint:

- under a privacy code
- as a whistleblower
- on a workplace safety issue
- if you wish to express dissatisfaction in regard to the services provided by QIS BGA or the actions of its employees.

Your complaint should be lodged with the General Manager of Queensland Independent Schools Block Grant Authority (**QIS BGA**). Where the complaint is regarding the General Manager position, the Board Chair will receive the Complaint Form and assume responsibility for resolving the complaint. The Complaint Form can be provided to QIS BGA via the options provided below.

Your personal information

We will handle any personal information you provide in accordance with the Australian Privacy Principles (**APP**) and our *APP Privacy Policy* on our website at www.bga.qld.edu.au. If the management of QIS BGA makes inquiries into or investigates your complaint, we will usually disclose the information you give us, including a copy of your complaint, to the individual or individuals you have complained about.

We may also disclose your information to others who have information relevant to your complaint, if necessary.

****Please confirm that we may need to disclose your personal information:***

I understand that QIS BGA may need to disclose my personal information.

What will we do with your information?

We will use the information you have provided to assess your complaint and conduct an investigation.

What information will we collect?

We may need to collect further information from you in order to investigate your complaint. If you do not provide this information to QIS BGA, it may affect how we handle your complaint and our ability to resolve it. In some circumstances, it may mean we decide not to investigate your complaint further. We may collect information about you from others if they have information relevant to your complaint.

Accessing your information

If you have any questions about the personal information we collect and/or how we will handle your complaint, please [contact us](#) or see our *APP Privacy Policy*.

Please send the completed form to us by:

Post	Email
The General Manager QIS BGA Level 7, 189 Grey Street South Brisbane QLD 4101	To submit electronically, please complete the following form, ensuring it is signed and dated. Save the document and email it to: bgaoffice@bga.qld.edu.au

Details of Complaint

1. Name of the Complainant

2. Complainant Details

Address:

Suburb/City:

State:

Postcode:

3. Preferred contact method (at least one must be provided)

Phone:

E-mail:

4. a) Have you taken this complaint to any other dispute resolution body? If so, please advise date:

Yes

No

Date complaint lodged:

b) Name of the dispute resolution body the complaint has been taken to

c) Is the dispute resolution body dealing with your complaint?

Yes

No

5. Please provide a brief description of your complaint

It will assist QIS BGA to resolve your complaint if you can explain:

- What happened
- When it happened (including dates)
- What was affected
- Who did it (include names of individuals involved if known)

Please feel free to attach additional information (see also section 7. below).

6. What action would you like QIS BGA to take to resolve your complaint?

7. You may attach relevant information that supports the complaint. For all complaints, please attach any previous correspondence with QIS BGA about the complaint.

Additional information attached

Signature of Complainant:

Date of complaint lodgment:

Office Use Only

General Manager/Board Chair Signature:

Date Received:

Further Comments: