

How to make a Complaint

- Make contact with the school in writing; include a date, time and details of incident. This can be emailed (admin@jimboombass.eq.edu.au) or sent to Administration (P.O Box 119, Jimboomba, 4280).



- Principal/Deputy Principal will make contact with you in writing within three business days, outlining the process that will be followed in resolving the problem.
- Determine the time frames that the investigation will take and keep complainant up to date with progress.



- Principal/Deputy Principal will conduct investigation and record reasons to accept or decline merit of complaint.
- Complainant will be informed by phone, with a written response to follow within five business days.



If complaint is accepted

- If complaint is accepted it will be forwarded to Ethical Standards for further investigation.



If complaint is declined

- If there is no merit in the complaint it will be declined and there will be no further action.