

# Complaint/Feedback Form



Please email form to [principal@mossmanshs.eq.edu.au](mailto:principal@mossmanshs.eq.edu.au) or  
return to the school office

So we can respond to you directly we need to know some details:

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Contact Details – Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Please document your complaint. Giving detail on what, when and who was involved will assist the school to respond in a concise and direct manner. There may be other details that we will need to investigate.

How would you like the school to respond to you about this complaint?

Phone call     Meeting     Written response     Other \_\_\_\_\_

You will receive an acknowledgment of our complaint within 24 hours. A response will generally take up to 1 week following receipt of lodgement. Even if the issue is complex, requires further investigation or a wider Department response, we will still be in contact within the week to let you know how our response is progressing.

---

**OFFICE USE:**

Received: \_\_\_\_\_ Acknowledgement Sent: \_\_\_\_\_