



# ST LAURENCE'S COLLEGE

*A Catholic School for Boys in the Edmund Rice Tradition*

## COMPLAINT FORM

### 1. Information for complainants

A complaint should only be lodged if you have been unable to resolve your issue or concern informally. Complainants may be contacted and asked to provide additional information to support their complaint.

### 2. Personal details

Title	Mr	Mrs	Ms	Miss	Other
What is your family name?					
What is your given name?					

### 3. Contact details

What is your current residential address?					
				Postcode	
What is your mailing address? (if different to residential address)					
				Postcode	
Email address					
Telephone number					
Mobile phone number					
Preferred contact method:	Telephone	Mobile	Letter	Email	

### 4. Complaint details

Have you lodged a written complaint about this issue before?	Yes / No
	If yes, when:

Have you tried to resolve the issue informally?	Yes / No
	If yes, with whom:

## 5. Complaint summary

When it happened	
Where it happened	
Who was involved	
What happened (details of your complaint)	
What would you like to happen to resolve your complaint	
Attach any documentation that supports your complaint	

## 6. Acknowledgement

All the information provided above is true and correct to the best of my knowledge.

Signature		Date	
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## 7. Privacy notice

We will only use the information collected on this form to resolve your complaint and access will only be provided to authorised officers.

In the event that your complaint is unresolved and you request an external review your details will be disclosed to the Queensland Ombudsman for the purposes of the review. Your personal information will not be disclosed to any other organisation unless required to do so by law.