

F04 Complaints Form: Resolution Request

Inline with our Integral Philosophy and Non Violent Communication goals, complainants are encouraged at Brisbane Independent School(BIS).

1. Firstly, read *POL06 Complaints Policy* and *PRO06 Complaints Handling Procedure* to inform you of the feedback and complaints processes at BIS before completing this form.
2. Secondly, we encourage you to seek resolution of your complaint directly with the staff member responsible for the decision, act or omission which forms the basis of your complaint (e.g. through discussion, meetings).
3. Engage a support person if you don't feel comfortable with a direct approach. A support person could be the Principal or another staff member. This person would join a meeting or discussion as a support for you, and to bear witness to the process of having your feedback heard and addressed. At BIS we are dedicated to creating a safe space for feedback to be heard and addressed, and to work together with all invested parties to avoid the formal complaints process where possible.
4. Lastly, if the issue can't be resolved, a formal complaint can be made filling out and emailing this form to complaints@bis.qld.edu.au.

1 Your Details:

Date:	
Your Name:	
Your Email Address:	

2 Complaint Details:

What is your complaint (attach a separate page if there is insufficient space)?

--

What are you hoping to have occur to resolve this issue?

--

Have you spoken to the person/people involved?

--

If you have, what happened when you tried to discuss it?

--

Any other information?

--

3 Next Step - Acknowledgement Email

Your complaint will be acknowledged by an **investigator** within 72 hours of being received.

In most instances the **investigator** will be the Principal, however if there are any conflicts of interest, this may be another staff member or the Management Committee Chair.

The acknowledgement sent from the **Investigator** will include:

- The Complaint Handling Process
- The name and contact details of the person handling the complaint, the investigator
- When the next contact will take place
- An estimated time for the complaint to be resolved

4 To Be Completed by the Investigator:

<i>Date Received:</i>	
<i>Investigator's Name:</i>	
<i>Date Acknowledgement email reply sent to complainant:</i>	