PLEASE PROVIDE ANY ADDITIONAL FEEDBACK:

ADDITIONAL FEEDBACK CONT.

Attach additional sheets if necessary

WHICH SCHOOL DOES YOUR FEEDBACK RELATE TO?

- ☐ Gladstone
- ☐ Glendyne
- ☐ Mt Chalmers
- ☐ Rockhampton
- ☐ Shalom
- ☐ Southside
- ☐ Tinana
- ☐ Thuringowa

Other:

Complete the section below if you would like us to contact you regarding your feedback.

Name

Phone

Email

PRIVACY

If you are concerned about the way we have managed your personal information, you may make a complaint verbally or in writing by setting out the details to our Privacy Officer.

P 07 3550 3737
E privacy.officer@carinity.org.au

CONTACT SENIOR MANAGEMENT

If your complaint has not been resolved to your satisfaction, you are welcome to contact our senior management team on **07 3550 3737** to discuss further.

CONTACT US TODAY

E feedback@carinity.org.au
W carinity.org.au/feedback
P 07 3550 3737

carinity

AN OUTREACH OF QUEENSLAND BAPTISTS

Cpfm.10.199 Est. 26/09/2025 Rev. Triennial Vers. 26/09/2025

ED041-0925

carinity

Customer Feedback

Carinity welcomes your feedback as an opportunity to improve our services

Thank you for taking the time to share your feedback with us. Your compliments, suggestions and complaints are really important to us.

Our people are our most important asset, and we love to hear when a member of our team has exceeded your expectations. Additionally, suggestions and complaints are just as important as they provide us with the opportunity to improve our services for everyone to enjoy.

There are a number of ways to share your feedback with us. You can speak with a member of staff or the Principal, or if you would prefer to put it in writing complete this form, send us an email or letter, or complete our online feedback survey at **carinity.org.au/feedback**.

RESOLVING A COMPLAINT

We endeavour to resolve all complaints at the first point of contact. If we are unable to do this we will let you know what is required to reach a solution and keep you informed.

ASK FOR A MEDIATOR OR ADVOCATE

If you are having difficulty resolving a problem you may wish to ask for a mediator to facilitate a resolution. The mediator will be appointed by mutual agreement. You may wish to be supported by an advocate or other support person to assist you to raise a complaint with Carinity directly and with external agencies.

EXTERNAL COMPLAINT AND ADVOCACY AGENCIES YOU MAY WISH TO CONTACT

Office of Public Guardian: Adults and Children
P 1300 653 187
E publicguardian@publicguardian.qld.gov.au
W publicguardian.qld.gov.au

Children, Youth Justice and Multicultural Affairs
P 1800 080 464

Non-State Schools Accreditation Board
P 07 3513 6773
E admin@nssab.qld.edu.au
W nssab.qld.edu.au

Department of Child Safety, Senior and Disability Services
P 1800 080 464 (Child Safety) or 1800 491 467 (Disability Services and Seniors)
E feedback@dcssds.qld.gov.au
W dcssds.qld.gov.au

Queensland Human Rights Commission
P 1300 130 670 or **TTY** 1300 130 680
E complaints@humanrights.gov.au
W humanrights.gov.au

Australian Human Rights Commission
P 1300 656 419
E complaints@humanrights.gov.au
W humanrights.gov.au

Centrelink
P 132 468
W servicesaustralia.gov.au

Queensland Civil and Administrative Tribunal
P 1300 753 228
E enquiries@qcat.qld.gov.au
W qcat.qld.gov.au

CUT HERE

PROVIDING FEEDBACK

Do you have a compliment, suggestion or complaint? At Carinity we welcome all feedback to help us improve our services. Your details will be treated confidentially. Let's get started.

Today's date D D / M M / Y Y

HOW LIKELY ARE YOU TO RECOMMEND CARINITY TO YOUR FRIENDS AND FAMILY?

Please circle

0 1 2 3 4 5 6 7 8 9 10

Extremely unlikely — Extremely likely

WHY DID YOU GIVE US THIS RATING?

HOW COULD WE IMPROVE OUR SERVICES?