

Remember, communication is key. The best place to raise any concerns is at the point where the problem or issue arose.

This means that if you have a concern about something in the classroom, you should discuss this with your child's class teacher first.

Most concerns can be resolved after a discussion with the class teacher.

More information

The following documents provide further information:

Making a customer complaint – information for parents and carers available on website.

We welcome feedback



Do you have a compliment, a concern, or other feedback? Please let us know!

Who to contact

You can email, telephone, or request an appointment with the class teacher for classroom matters, or with a member of our school's administration for wider school matters.

- Telephone: 3482 8111
- Email: theprincipal@mangohillss.eq.edu.au

What information to include

We appreciate you telling us:

- What happened? When and where did it happen?
- Who was involved?

If you have a concern, the following additional information will help us to address your concern appropriately:

- Why do you find this matter concerning?
- What should happen now, to make this better?

Progressing your feedback or concern

If your concern or feedback is not about something in the classroom, or you have spoken with the class teacher and feel they did not address your concerns, you can contact the Year level Deputy Principal. If you feel your concern is not addressed by the Deputy Principal, you may escalate to the Principal.

You can do this in writing, or by making an appointment through the office.

Beyond the school

If you feel further action should be taken after sharing your compliment, feedback or concern with the school, you can contact the North Coast Regional Office on telephone 3203 9000 (option 2) or email northcoastregion@qed.qld.gov.au.

North Coast Regional Office staff can guide you through the next steps available to you.

Expectations

We might not be able to meet with you or answer an email straight away. Rest assured, we will respond to you as soon as possible.

It is important that the school has an opportunity to consider your feedback, concern or compliment. If you contact regional office before sharing your information with the school, you will be redirected to the school for a response.

Social media can be an excellent platform for positive communication and general feedback. However, it is not a suitable option to resolve concerns. Please raise any concerns you may have directly with relevant staff.

For information privacy reasons, we can only talk with you about yourself and/or your child.

We really appreciate your respectful and reasonable conduct.