Tropical North Learning Academy
Aspiration Belief Motivation Success

Trinity Beach STATE SCHOOL

Complaint Timeframes

What to Expect



1	Acknowledgement	**Within 2 school days** (where practicable)
2	Simple concerns	**As soon as possible** (often at first contact)
3	Standard complaints	**Usually within** 30 school days
4	Human Rights complaints	**Up to** 45 business days
5	Internal review	**Usually within** 20 school days
6	Complex matters	**We'll keep you informed** if additional time is required.

Need more information

Contact our school office or visit:
Customer compliments and complaints
(https://qed.qld.gov.au/contact-us/compliments-complaints)

Please remember your children and the performance of our school are important to us too!