



QUEENSLAND
OMBUDSMAN
Standing for fairness

Web: www.ombudsman.qld.gov.au
Call: (07) 3005 7000
Toll free: 1800 068 908
Speak & Listen: 1300 555 727
Interpreter: 131 450

State schools

If you have a complaint about a state school, try and resolve the issue using the [Department of Education Queensland complaints process](#) before contacting us.

What we can do

If you haven't been able to resolve your complaint with the Department of Education Queensland, you can [make your complaint to us](#).

We can also take complaints about Grammar schools as defined under the *Grammar Schools Act 2016*. Before this Office will investigate complaints about those schools, you should first complain to the school and board and seek a response.

What we can't do

We do not have the power to investigate complaints about private schools other than Grammar schools. Complaints about non-state

schools should be made to the principal of the school and/or the school's governing body.