

## Strategy and Performance

Analysis. Evidence. Insight.

The data provided below has been extracted from the Department of Education's Customer Complaints Management System. Please note:

- A customer complaint is a complaint managed under section 219A of the *Public Service Act 2008* (Qld) and dealt with under the department's [Customer complaint management framework](#). These complaints are generally from parents, students, community members or other people directly affected by a service or action of the department.
- The list below represents customer complaints received in the year 2021. It does not represent substantiated complaints or resolved complaints.
- The list shows all customer complaints in the CCMS and not just complaints from parents.
- These complaints have been entered by Metropolitan Regional Office and not by schools.
- As per the request, the list only includes State High Schools, including Independent Public Schools.

Centre Name	No. of complaints	2021 enrolment counts
Albany Creek State High School	2	1493
Aspley State High School	3	1066
Aviation High	3	600
Balmoral State High School	8	753
Bellbird Park State Secondary College	23	1371
Bracken Ridge State High School	3	657
Bremer State High School	8	2013
Brisbane Bayside State College	5	930
Brisbane South State Secondary College	9	205
Brisbane State High School	10	3426
Bundamba State Secondary College	10	919
Cavendish Road State High School	7	1960
Centenary State High School	5	1682
Coorparoo Secondary College	1	386
Corinda State High School	10	2024
Craigislea State High School	8	1116
Everton Park State High School	2	427
Ferry Grove State High School	12	1920
Forest Lake State High School	12	1623
Fortitude Valley State Secondary College	4	295
Glenala State High School	10	951
Holland Park State High School	3	666
Indooroopilly State High School	9	2466
Ipswich State High School	18	1966
Kedron State High School	7	1686
Kenmore State High School	14	1967
Lowood State High School	11	783
MacGregor State High School	5	1193
Mansfield State High School	6	3244
Milpera State High School	3	128
Mitchelton State High School	5	458
Mount Gravatt State High School	4	1263
Queensland Academy for Creative Industries	1	436
Queensland Academy for Science Mathematics and Technology	27	1238
Queensland Pathways State College	27	189
Redbank Plains State High School	5	1490
Ripley Valley State Secondary College	3	364
Rochedale State High School	13	1559
Rosewood State High School	13	596
Runcorn State High School	3	878
Sandgate District State High School	15	1142
Springfield Central State High School	8	1814
Sunnybank State High School	5	654
The Gap State High School	13	1710
Wavell State High School	10	1807
Wynnum State High School	7	1107
Yeronga State High School	4	776
Calamvale Community College	7	2367
Earnshaw State College	3	830
Kelvin Grove State College	20	3568
Stretton State College	14	3236
Whites Hill State College	8	752
Woodcrest State College	11	1745
<b>Total number of complaints and enrolments</b>	<b>457</b>	<b>69,895</b>