

## **COMPLAINTS PROCEDURE: GUIDE TO MAKING A COMPLAINT ABOUT AN ACT PUBLIC SCHOOL OR THE EDUCATION AND TRAINING DIRECTORATE**

These procedures must be read in conjunction with the *Complaints Policy*.

### **1. Overview**

1.1. These procedures will assist parents and community members who wish to make a complaint about an ACT Public School or the Education and Training Directorate.

### **2. Rationale**

2.1. The procedures will ensure the prompt and fair handling of complaints.

### **3. Procedures**

3.1. Do you have a concern or complaint about your school or the Education and Training Directorate?

- Many concerns are resolved quickly and easily by first discussing the matter with the local level, that is the relevant teacher, school executive team member, school principal or the relevant area in the Directorate.
- Raise your concern with the relevant teacher, a member of the school's executive team. If you continue to be concerned you should make an appointment to speak with your school's principal.
- Contact details for ACT public schools are available in the [Directory of Schools](#) located on the School Education page of the Directorate's website.
- If you require assistance, please contact the Directorate's Liaison Unit by telephone: +61 2 6205 5429 or through the Directorate's online form which is available at [www.det.act.gov.au/contact\\_us](http://www.det.act.gov.au/contact_us). The Liaison Unit may liaise with the principal of the school to help resolve the concern.

3.2. If you are not satisfied with the local level response, you may lodge a written complaint.

- You will receive an acknowledgment of your written complaint within five business days and a written response, or interim response within 25 business days.
- The principal (if relevant) will be advised of the details of the complaint.
- Written complaints should be made via the Directorate's online form which is available at [www.det.act.gov.au/contact\\_us](http://www.det.act.gov.au/contact_us) or by mail: Manager, Liaison Unit GPO Box 158 Canberra ACT 2601 Australia. The complaints form is [Attachment A](#) to these procedures.

3.3. If you would like the decision relating to your written complaint reviewed write to the Director, Governance and Assurance: email: [DET.Legal.Liaison@act.gov.au](mailto:DET.Legal.Liaison@act.gov.au) or mail: GPO Box 158 Canberra ACT 2601.

3.4. At any time you may approach any of the following external agencies for complaints relating to:  
Imminent danger of a child – contact: [ACT Police](#)  
Services for children and young people – contact: [ACT Human Rights Commission](#)  
Operation and administration of an ACT Government Directorate – contact: [ACT Ombudsman](#)  
Breaches of privacy – contact: [Office of the Australian Information Commissioner](#)  
Child protection – contact: [Community Services Directorate](#)



## Written Complaint Form

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When you have raised complaint about the ACT Education and Training Directorate or an ACT public school with the local level (e.g. the principal of your child's school) but you are not satisfied with the response you received or the outcome of your complaint you may use this form to lodge your complaint with the Education and Training Directorate.

If you provide your contact details, the ACT Education and Training Directorate's Liaison Unit may need to contact you about your complaint. Please include your preferred daytime phone number. If you do not provide contact details we may not be able to fully investigate your complaint or provide you with a response.

You may also lodge your written complaint using the Directorate's online form: [www.det.act.gov.au/contact\\_us](http://www.det.act.gov.au/contact_us). The online form allows you to attach word documents and other supporting documentation. It also provides you with the capacity to track the progress of your complaint. If you choose to use the online form, please provide information similar to that requested in this form. Complaints lodged using the online form can also be lodged anonymously.

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### **Part A – Your details**

Name:

Address:

Phone:

Email:

*With respect to the collection, use and disclosure of personal information, Education and Training Directorate is bound by the Information Privacy Act 2014. More information about this is available at: [www.det.act.gov.au/functions/privacy](http://www.det.act.gov.au/functions/privacy)*

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### **Part B – Your complaint**

*When did the alleged event/s happen?*

*What happened?*

*Are you attaching additional pages related to part B? [Yes/No] \_\_\_\_\_*

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**Part C – The actions you have already taken to resolve this matter**

Have you raised this matter with the local level (e.g. the principal of your child’s school)? [Yes/No] \_\_\_\_\_

If yes - With whom did you raise your complaint?

When did you raise your complaint?

What was the outcome?

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**Part D – Resolving your complaint**

How do you think your complaint could be resolved?

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**Part E – Your supporting documentation**

Are you providing supporting documents with this complaint form? [Yes/No] \_\_\_\_\_

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**Part F – Your signature**

\_\_\_\_\_ date \_\_\_\_\_

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**Lodging your written complaint**

Please send your complaint and any supporting documentation you are providing to:

Manager, Liaison Unit  
ACT Education and Training Directorate  
GPO Box 158  
Canberra ACT 2601  
Australia