

Raising a complaint with the Department for Education

We recognise that you like to hear from you. It's important to work together, talk, listen and respect each other in a respectful manner, so we can improve our services.

Before making a complaint

Before making a complaint you should:

- clearly identify issues and the resolution you are after
 - provide complete and factual information
 - cooperate with any requests for more information
 - not include deliberately false or misleading information
- You may choose to make a complaint if you believe that the school, preschool or corporate body has:
- done something incorrect
 - failed to do something they should have done
 - acted unfairly or impolitely.

Your complaint or feedback may be about:

- the type, level or quality of service
- the behaviour and decisions of staff
- a policy, procedure or practice.

Complaints and feedback may be about something we have to do because of state or federal law. We will help you understand the requirements and why they exist.

Where to get help to make a complaint

[Accessibility and support to making a complaint](#) – if you have special needs or require additional assistance in making a complaint.

[Tips to make a complaint or give feedback to the department.](#)

Making a complaint

Step 1 – frontline complaint handling and early resolution

Talk to the school, preschool, area or the person that made the original decision. We encourage a process where the original decision maker is given the opportunity to resolve the concern or complaint wherever possible. In a school setting this might be a Teacher or a Year Level Coordinator. In a corporate office it might be an officer or Team Leader.

them to discuss your concerns. You may want to put your concerns in an email. [Find the school or preschool contact details.](#)

Most complaints are resolved quickly, but some complex matters may take more time. We will advise you if this is the case.

Step 2 – central complaint resolution

If you're not satisfied that your complaint has been addressed at the local level, you can appeal to the Independent Complaints Review (ICR). For more information, see the [ICR website](#).