

Complaints Process

We are committed to resolving complaints promptly, so it's best if you let us know about your concerns as early as possible.

The first contact will be your child's class teacher, stage assistant principal or office staff. For some matters it may be appropriate to talk to the school principal. If you aren't sure who to complain to, your child's teacher or school office staff can provide you with the correct contact details.

Talking about problems can be the best way to start resolving them.

Start by contacting your child's teacher or talking with school office staff. You can raise your complaint in person, by email, by telephone or by letter if you prefer. Make a time to meet with the teacher, or phone the school and ask for an appointment.

Sometimes we may ask you to put the complaint in writing, include details and tell us what you would like to happen because of the complaint.

We can help you to put your complaint in writing. You can use the complaint form of the Feedback Assist widget – both are on the Department of Education website. Make a time to meet with the teacher or phone the school and ask for an appointment.

In many cases, staff can manage a complaint made directly to them. Some complaints may need the involvement of the principal or workplace manager. The person managing the complaint will gather the information they need to properly address the concerns and make a decision about the best way forward. The complaint manager may make inquiries before contacting you.

When responding to a complaint, we may do one of more of the following:

- take action to fix the matter
- apologise
- provide an explanation
- acknowledge that the situation could have been handled better or differently
- undertake to review policies as a result of your complaint

Sometimes, we may not be able to change what has happened or the complaint manager will decide that the original decision was appropriate in the circumstances. Whatever the outcome, the complaint manager will give you clear reasons for their decision. This may be in a meeting, by telephone or email.

If you are not satisfied with the outcome, you can ask to speak to the complaint manager to talk about the issues and raise your concerns.



If you are still not satisfied or believe that the complaint outcome was incorrect and/or the complaint handling process was unfair, you can request a review. The request should be addressed to the initial complaint manager or their supervisor.



Reviews should be completed by a person, who has not been the subject of the complaint in any way and has not been involved in managing the complaint. External reviews of the complaints may be conducted by organisations such as the NSW Ombudsman.