

Know your options for complaints, compliments and feedback

Acknowledgement of Country

The NSW Department of Education acknowledges Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia. Acknowledging the lands of the nations and language groups where we live, work and play. We pay respect to Elders past and present. Elders as the holders of knowledge, educate our children and youth of today, as they are our leaders of tomorrow. Our education system has been practised this way for time immemorial.

AECG Role

The role of your Local AECG is to support and advocate when asked or needed within local Aboriginal Education. A deadly relationship between community and school gives our next generation of learners the best start in their educational journey. If you are not sure of your Local AECG please contact: **NSW Aboriginal Education Consultative Group Incorporated:** Phone: (02) 9550 5666

'Meeting' created by Jason Brown, Walbunja Aboriginal artist.



Sharing your voice - Know the process

Yarning with your school

- If you have a complaint, compliment or feedback, contact school staff for available appointments and share your voice.
- Contact the Local District Office and speak with the Director, Educational Leadership for your school network area.
- Fill and complete the [Online Complaint Form](#) located on the NSW Department of Education's website.

Yarning with school staff

- Contact your school's Aboriginal Education Officer (AEO) or other Aboriginal staff
- Yarn with the Anti-Racism Contact officer for issues about racism
- Yarn with a staff member you feel comfortable with.

Who is your support?

- Family member / Elder in community
- A member of your Local AECG.
- Aboriginal staff member at your school or Aboriginal staff at the Local District Office

The Complaints Officer can organise meetings with the family or individual and support person(s) to discuss the situation including what the family would like as an outcome.

Actions as a result of a complaint

1. Acknowledgment and apology provided if required
2. Act to fix –revising policy and procedure
3. Clearly explain steps to move forward
4. Acknowledge different approaches.

Not happy with the outcome

Yarn with the person managing the complaint or feedback. You can request a review through the supervisor of the person managing the complaint or seek an external review through the NSW Ombudsman.

Developed in
partnership with



New South Wales
Aboriginal Education
Consultative Group Inc.

