

## What to expect when making a community complaint

The department takes complaints and feedback seriously and is committed to building a respectful speak-up culture. Anyone can raise a concern about the services provided by the department.

We expect people to raise and pursue their concerns in a way that is:

- respectful, and
- willing to participate in a complaint process to address the concerns.

In most situations concerns should be raised locally, directly with the school. The department encourages an informal dispute resolution approach to address most concerns, as many concerns can be resolved locally, quickly and effectively.

Complaint managers are responsible for:

- listening to the concerns
- deciding on the most appropriate course of action to address a concern, taking into account its nature and the seriousness
- addressing concerns fairly, impartially, promptly and as informally as possible under the relevant procedure or process.

### Concerns managed under the Community Complaint procedures

A concern is managed under these procedures if it is about:

- the application of policy, procedure or process, including perceived unfairness in decisions and/or the implementation of decisions where there is no applicable appeal or review process

- a department policy, procedure, process or systems, including the perceived fairness, efficiency or effectiveness of a policy, procedure, process or system
- any aspect of the services that the department provides, noting that some concerns may be addressed under other processes as appropriate to the circumstances, e.g. allegations about employee behaviour or conduct.

## Concerns NOT managed under the Community Complaint procedures

These procedures do not apply where the concern is about:

- suspension, expulsion or out of area enrolment decisions
- behaviour of students and other learners
- behaviour or conduct by an employee
- concerns that require specialist handling, like alleged criminal conduct, child protection concerns, racism and religious intolerance, legal proceedings and requests for payment of damages and public interest disclosures (PID)
- complaints by employees as an employee (not as a parent at a school)
- complaints about organisations external to the department
- complaints about early childhood education and outside school hours care services
- decisions under the Inclosed Lands Protection Act 1901
- data and privacy breaches – [Privacy](#) and requests for information – [Right to Access](#).

In these situations, there is also no right of review under the Community Complaint procedures.

## Concerns involving another person's behaviour

Concerns about:

- an employee's behaviour may, where appropriate, be addressed directly by their supervisor through other specialist processes, depending on the nature and seriousness of the concerns

- student behaviour and the behaviour of other learners are addressed through the Student Behaviour policy and associated guidance.

While we can acknowledge receipt and provide general information about the relevant policy or procedure, to maintain employee and student privacy, you may not receive detailed information about the outcome.

## How long it will take to address a complaint

We will acknowledge your complaints within 3 school days and will let you know who will manage your concern.

We aim to finalise most complaints within 20 school days. While many complaints can be resolved promptly, some may take longer. It will depend on the nature and seriousness of the concerns raised.

If it is likely to take longer, we will let you know and keep you updated on the progress of your complaint until it is finalised.