



Complaints Management at a glance

For Schools and Child and Family Learning Centres (CFLCs)



What is a complaint?

A complaint is an expression of dissatisfaction, by word or in writing. It must come from a person directly affected by an action, decision, or service.

It can also be based on a lack of decision, action, or service.

The Department of Education (DoE) welcomes your feedback.

How do we handle complaints?

We aim to answer complaints in an accountable, transparent, quick, and fair way. We keep the learner's education at the centre of complaint handling.

Response times

We will acknowledge your complaint within three working days (excluding school holidays). We respond to complaints as quickly as possible. Response times are affected by how complex the complaint is and when it was made.

As a guide:

- » A complaint made at a school or CFLC level can take up to 45 working days (excluding school holidays) to complete.
- » The Internal Review process can take up to 90 working days (excluding school holidays) to complete. Internal Review requests need to be made within 28 days of receiving a complaint outcome from the school or CFLC.



What is not a complaint?

Schools and CFLCs communicate with parents, guardians, carers, families, students, and the wider community every day. Many contacts made are not complaints.

It is not a complaint when you:

- » Ask for more information.
- » Ask for a change in services or a new service.
- » Give feedback to improve services.
- » Express concern about a situation.
- » Are not directly affected by a decision or action.
- » Provide information or report an incident.

Behaviour Expectations

Those involved in a complaint should:

- » Cooperate with the complaints process.
- » Act with courtesy and respect. Abusive language or behaviour is not acceptable.
- » Make complaints in good faith.



Excluded complaints

Some complaints fall outside our **Enquiries and Complaints Management Policy**.

Some examples include:

- » Concerns about out of area enrolments, which have a separate review process.
- » Incidents outside of school.
- » Student transport.

See **Excluded Complaints Factsheet** for more information.

Enquiries and Complaints Principles



Fairness



Accessibility



Responsiveness



Efficiency

The Complaints Management Process

Stage 1

Early Resolution

The first stage in the Complaints Management Process. This involves taking your complaint to the school or CFLC. This might mean talking to a teacher or other staff member. If the complaint is not resolved, you can then make a time to speak to the Principal.



Stage 2

Internal Review

If you are unhappy with the Early Resolution outcome



Stage 3

External Review

If you are unhappy after the Internal Review outcome



Who is involved?

A complaint must be first made with the school or CFLC.

What happens?

You speak to the school or CFLC directly and work with them to reach a resolution.

Complaint Form - Early Resolution.

If all parties agree, the Principal can also use a dispute resolution provider to assist.

Who is involved?

You can ask for an Internal Review by Learning Services.

What happens?

You can request an Internal Review by phoning Learning Services Northern Region (03) 6777 2440 or Learning Services Southern Region (03) 6165 6466.

Who is involved?

You can request an External Review through Ombudsman Tasmania.

What happens?

Contact **Ombudsman Tasmania** through the online form or by phoning 1800 001 170.