

# Excluded Complaints Factsheet

The following complaints are not covered by the Department of Education (Tasmania) School and Child and Family Learning Centre (CFLC) [Enquiries and Complaints Policy](#).

Topic	Details
Incidents outside of school	Schools do not have authority of students/learners outside of school hours. Dependent on the nature of the incident contact Tasmania Police. For emergencies contact 000 and for non –emergencies contact 131 444.
Complaints about other parents or members of the school community	If you have a complaint about a member of the school community, it is a civil matter that you need to seek your own independent advice about.
Restraining Orders	Where a Restraining Order is obtained and it impacts the school community, a copy of the Restraining Order will need to be provided to the School.
Complaints about a Child Safety matter (such as abuse or neglect of a child).	Contact Advice and Referral Line on telephone 1800 000 123. For complaints about <a href="#">Child Safety Services</a> contact <a href="mailto:complaints.caf@communities.tas.gov.au">complaints.caf@communities.tas.gov.au</a>
Public Interest Disclosure Act 2002	Contact <a href="#">Ombudsman Tasmania</a> . Telephone 1800 001 170.
Complaints about Conveyancing Allowance	Contact the Department of State Growth in writing at the following address: Manager Regulations and Concessions, Passenger Transport, Department of State Growth, GPO Box 1242, Hobart TAS 7001.

School Buses	Contact the Department of State Growth, Passenger Transport via email at <a href="mailto:ptscontracts@stategrowth.tas.gov.au">ptscontracts@stategrowth.tas.gov.au</a> or by calling 03 6166 3343.
Complaints about a child safety mandatory report	All staff are legally required to report any known or suspected abuse of students to the appropriate authorities.
Trespass Notices issued by a Principal	Individuals subject to a Trespass Notice need to seek their own independent advice and remedy through the Courts.
Out of Area Enrolments (OoA)	Parents seeking a review of an OoA enrolment decision must send a written request to <a href="#">Learning Services Northern Region</a> or <a href="#">Learning Services Southern Region</a> .
Complaints about decisions made under legislation or policy*	e.g. application of the school uniform policy. Speak to your school or CFLC.
Suspensions, Exclusion, Expulsion or Prohibition*	Parents seeking a review should must send a written request to <a href="#">Learning Services Northern Region</a> or <a href="#">Learning Services Southern Region</a> .
School Association Dispute	Contact the Chair of the School Association and consult the <a href="#">School Association Constitution</a> .
Family Law matters	Family/carer disagreements about the learner is for those parties (and the learner if over the age of 18 years old) to reach agreement on. This agreement must then be communicated to the School or CFLC.

\*A complaint can be made on whether the established process has been followed.