

# Individual rights and mutual responsibilities in complaint resolution – information sheet

The Department of Education (the department) is committed to positive partnerships with students, families and our school communities. We welcome feedback and complaints as opportunities to learn, grow and improve.

The department has zero tolerance for harm, abuse or threats directed towards our staff and will take proactive and decisive action in response to such behaviour in accordance with our duty of care and work health and safety responsibilities.

Complainants have the right to:	Complainants are responsible for:
<ul style="list-style-type: none"> <li>• make a complaint, regardless of cultural background, national origin, sex, sexual orientation, gender identity, disability, or other cultural or personal characteristics</li> <li>• complain without fear of reprisal</li> <li>• be treated with respect and courtesy</li> <li>• information about the department’s complaint resolution process</li> <li>• be informed about confidentiality and privacy obligations</li> <li>• a fair and thorough assessment of their complaint</li> <li>• a timely outcome</li> <li>• be informed of the outcome of their complaint</li> <li>• be given reasons for decisions affecting them</li> <li>• seek a review of the decision.</li> </ul>	<ul style="list-style-type: none"> <li>• treating staff with respect and courtesy</li> <li>• identifying their issues of complaint</li> <li>• providing information relevant to their complaint</li> <li>• being honest and cooperative with staff handling their complaint.</li> </ul>

A person responding to a complaint has the right to:	A person responding to a complaint is responsible for:
<ul style="list-style-type: none"> <li>• be informed of the complaint</li> <li>• be treated with respect and courtesy</li> <li>• information about the department’s complaint resolution process</li> <li>• be informed about confidentiality and privacy obligations</li> <li>• a fair and thorough assessment of the complaint</li> </ul>	<ul style="list-style-type: none"> <li>• treating staff with respect and courtesy</li> <li>• providing all relevant information when required</li> <li>• being honest and cooperative with staff handling the complaint</li> <li>• taking no detrimental action against the complainant or person associated with the</li> </ul>

A person responding to a complaint has the right to:	A person responding to a complaint is responsible for:
<ul style="list-style-type: none"> <li>• natural justice</li> <li>• a timely outcome</li> <li>• be given reasons for decisions affecting them</li> <li>• be protected from unreasonable complainant conduct.</li> </ul>	<p>complainant in retaliation for making the complaint.</p>

Department of Education staff have the right to:	Department of Education staff are responsible for:
<ul style="list-style-type: none"> <li>• be treated with courtesy and respect</li> <li>• determine whether, and if so, how a complaint will be dealt with</li> <li>• expect honesty and cooperation from the parties to the complaint</li> <li>• apply the Unreasonable conduct by a complainant guidelines and procedures when required</li> <li>• finalise complaints on the basis of outcomes they consider to be reasonable in the circumstances</li> <li>• a safe and health working environment.</li> </ul>	<ul style="list-style-type: none"> <li>• assisting complainants who need support to participate in complaint resolution</li> <li>• treating all parties to the complaint with respect and courtesy</li> <li>• taking all reasonable steps to ensure complainants are not subjected to reprisal</li> <li>• ensuring the complaint resolution process is procedurally fair to all parties</li> <li>• keeping the parties informed of progress of the complaint</li> <li>• informing parties of the outcome of the complaint, while observing privacy obligations</li> <li>• providing reasons for decisions to affected parties</li> <li>• informing the complainant of their right of review</li> <li>• giving adequate warning of the consequences of unreasonable complainant conduct.</li> </ul>