

Where else can I make a complaint?

Information sheet

The Department of Education (the department) is committed to positive partnerships with students, families and our school communities. If we receive a complaint that is outside the scope of our complaint resolution policy, we will help you find the right place to make the complaint.

If you need assistance to connect with another service, let us know.

If you have a concern or complaint about:	You can contact:
Suspected harm or abuse of a child or young person	Suspected harm or abuse of a child must be reported under the Care and Protection of Children Act 2007 ¹ . Call the child protection hotline on 1800 700 250.
Suspected criminal behaviour	Call NT Police on 131 444 or Crime Stoppers on 1800 333 000.
Suspected improper conduct of public officers or bodies	Office of the Independent Commissioner Against Corruption on 1800 250 918 or report.submission@icac.nt.gov.au .
A teacher's professional conduct	Teacher Registration Board on 1800 110 302 or 08 8944 9388 or trb@nt.gov.au .
A breach of privacy	Department of Education Information Manager on 08 8999 5967 or gas.doe@education.nt.gov.au or the Office of the Information Commissioner Northern Territory on 1800 005 610.
Discrimination	NT Anti-Discrimination Commission on 08 8999 1444 or antidiscrimination@nt.gov.au , or the Human Rights Commission on 1300 369 711 or infoservice@humanrights.gov.au
Approved early childhood education and care services and providers	Quality Education and Care Northern Territory on 08 8999 3561 or qualityecnt.det.@education.nt.gov.au .
Vocational education and training in schools	Department of Education: <ul style="list-style-type: none">• Vocational education and training on 08 8944 9350• Apprentices and traineeships on 08 8963 5500. Concerns about non-compliance with regulatory obligations by providers of vocational education and training in schools can be reported to the Australian Skills Quality Authority (ASQA) ² .

¹ <https://legislation.nt.gov.au/en/Legislation/CARE-AND-PROTECTION-OF-CHILDREN-ACT-2007>

² <https://www.asqa.gov.au/>

If you have a concern or complaint about:	You can contact:
Australian higher education providers non-compliance with regulatory obligations	Tertiary Education Quality Standards Agency (TEQSA) ³ on 1300 739 585 or enquiries@teqsa.gov.au .
Non-government schools	<p>The relevant non-government school provider. Refer to the website relevant to the school:</p> <ul style="list-style-type: none"> • Catholic Education Office • NT Christian Schools Association • Association of Independent Schools NT. <p>If you cannot resolve the complaint with the non-government school, you can refer the complaint to the department for review at ngs.det@education.nt.gov.au.</p>
Services provided to vulnerable children	Office of the Children’s Commissioner on 08 8999 6076 or occ@nt.gov.au .
An employment or employee related matter, and you are an employee of the Department of Education	Speak to your line manager, Principal or human resource service provider. Read more in the Employee grievance – information sheet ⁴ and OneNTG employee grievance management procedure ⁵ .
An employment related matter, and you are a School Representative Body employee	Speak to the Chair or other member of the School Representative Body.
Procurement	Read the Procurement complaint management procedure ⁶ .
Compensation claims under the Department of Education self-insurance policy	Department of Education Financial Services on 08 8901 4939 or cfo.education@education.nt.gov.au .
Other complaint bodies	<p>Complaints can be made to other external complaint bodies such as:</p> <ul style="list-style-type: none"> • Northern Territory Civil and Administrative Tribunal (NTCAT) on 1800 604 622 or AGD.ntcat@nt.gov.au • Office of the Commissioner for Public Employment on 08 8999 4282 or enquiries.ocpe@nt.gov.au • Office of the Ombudsman NT on 08 8999 1818 or nt.ombudsman@nt.gov.au • Office of the Information Commissioner on 08 8999 1500 or infocomm@nt.gov.au.

³ <https://www.teqsa.gov.au/>

⁴ <https://elearn.ntschoools.net/policies/4714>

⁵ <https://ntgcentral.nt.gov.au/my-job/my-responsibilities/lodge-complaint-grievance>

⁶ <https://ocpe.nt.gov.au/policies-guidelines/procurement-complaints-management-procedure>