

Your complaint's journey

The Department of Education welcomes feedback and complaints from students, parents and the school community as opportunities to learn, grow and improve.

1. Not satisfied with something we've done?

Everyone has the right to complain



You can make a complaint in person, by phone or email, or through the online complaint form on the department's website, education.nt.gov.au



We will try to resolve your complaint quickly



If you need help making your complaint, please let us know



Our complaint resolution policy and guidelines are available on our website at education.nt.gov.au or ask us for a copy

2. What happens now I've made a complaint?

Your complaint will be treated confidentially



We will acknowledge receipt of your complaint in writing within 3 business days



If the complaint falls outside the scope of our complaint resolution policy, we may need to refer your complaint somewhere else



If the complaint is within scope, we will assign a complaint manager to assess your complaint



The complaint manager will contact you to discuss your complaint and will keep you updated on your complaint's progress

3. How long will it take to get an answer?

Sometimes there is a lot of information for the complaint manager to assess and consider



The complaint manager will aim to resolve your complaint within 30 business days



Some complex complaints may take longer to resolve. If we need more time, we will let you know



Once a decision has been made, we will inform you in writing. We will also give you the reasons for our decision

4. I'm not satisfied with the outcome of my complaint. What can I do?



You have the right to ask for a review of your complaint if you are dissatisfied with the outcome or the way the complaint was handled.

You must make your request within 20 business days of being informed of the outcome of your complaint. To request a review, email resolution.doe@education.nt.gov.au