

Complaint Resolution Framework

Our commitment

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

What is a complaint?

A complaint is an expression of dissatisfaction made to or about the department, its related services or staff, where a response or resolution is explicitly or implicitly expected or legally required.

Source: Australian/New Zealand Standard Guidelines for complaint management in organisations (AS/NZS 10002:2022)

A complaint can be made about:

- programs and services provided by Northern Territory government schools or corporate business units of the department
- decisions and actions of NT government school staff, corporate staff, or school representative body
- NT government school or department policies, procedures or practices

How to make a complaint

A complaint can be made to any member of staff in person, by phone or email, or through the on-line complaint form on the department's website.

Complainant rights and responsibilities

Complainants are informed of their rights and responsibilities when they make a complaint.

Conduct that is abusive, threatening or in some other way unreasonable will be managed in line with the department's managing unreasonable conduct by a complainant guidelines.

Our principles

We deliver effective and safe complaint resolution by:

- valuing feedback and complaints as part of our commitment to a learning culture
- having clear complaint processes
- empowering and supporting staff
- being accessible, responsive and child safe
- acting fairly
- being open and accountable
- communicating early and often
- maintaining confidentiality
- using complaint data to learn, grow and improve

Our approach

Level 1 - Local resolution

Complaint resolution in schools and corporate

- End to end complaint resolution in schools and corporate
- Staff aim to resolve complaints quickly and at the local level
- Complainants are supported to participate in complaint resolution
- Staff seek advice and support or escalate complaints when required
- Complainants are informed in writing of the outcome and their review rights

Level 2 - Internal review

Internal review of complaints

- Complainants can ask for an internal departmental review of their complaint if they are dissatisfied with the outcome or the way their complaint was handled

Level 3 - External review

External complaint resolution

- Complainants can ask for an external review of their complaint if they are dissatisfied with the outcome or the way their complaint was handled

Resources

- Complaint resolution policy, guidelines and procedures
- Internal review guidelines and procedures
- Unreasonable complainant conduct guidelines and procedures
- Rights and responsibilities information sheet
- Complaint time frames quick reference guide
- Information for complainants
- Department of Education website
- Staff toolkit
- Resolution Unit

