Talk to us – we are listening

# We support your right to give feedback and make complaints

* Your feedback helps us learn, grow and improve.
* Tell us what we are doing well. We appreciate hearing from you.
* We also want to hear from you if you have a concern.
* It is safe to bring your complaint to us.
* You can remain anonymous if it makes you feel safer.

# You can:

* talk or write to any member of staff if you have a complaint
* make your complaint online on the department’s website
* contact us directly if you need help to make a complaint.

# We will:

* listen to you and be open and fair
* ensure your complaint goes to the right person to action
* keep you informed about the progress of your complaint
* work with you to resolve your concerns.

If you do not feel safe to raise your concerns directly with us here at <insert school/business branch/division>, you can contact:

* School Operations, Regional Services by phone on (08) <insert region phone number> or email [schoolops@education.nt.gov.au](mailto:schoolops@education.nt.gov.au)
* The Resolution Unit, Quality Standards and Regulation by phone on (08) 8999 5634 or email [resolution.doe@education.nt.gov.au](mailto:resolution.doe@education.nt.gov.au)

For more information, go to the Complaint Resolution policy, guidelines and procedures on the [Policy and advisory library](https://education.nt.gov.au/policies/conduct#complaints_management)[[1]](#footnote-1).

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| --- | --- | --- |
| Principal or division head name | Signature | Date |
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1. https://education.nt.gov.au/policies/conduct#complaints\_management [↑](#footnote-ref-1)