

# Customer complaints – Excluded complaints factsheet

Some complaints are outside the scope of the department's [Customer complaints management framework](#) (the Framework) and will be managed through different processes.

## Complaints under the *Education and Care Services Act 2013* and the *Education and Care Services National Law*

These complaints relate to the provision of early childhood education and care services in Queensland that are approved under either the *Education and Care Services Act 2013* (Qld) or the *Education and Care Services National Law*. This includes kindergartens, long day care services, family day care services, outside school hours care services, occasional care services, some disability funded services, limited hours care and certain budget-based funded services.

Complaints may also relate to the provision of services that are not required to be approved, such as stand-alone care.

These complaints will be managed under the [Early childhood education and care complaints management policy](#). You can find more information about making a complaint on the [Early Childhood Education and Care website](#).

## Complaints about certain decisions made under legislation

Decisions made by departmental officers under legislation (such as the *Education (General Provisions) Act 2006* (Qld), *Education and Care Services Act 2013* (Qld), or *Education Services for Overseas Students Act 2000* (Cth)) can only be overturned or changed using an internal and/or external review process set out in the legislation (if any).

The Framework cannot overturn or change these decisions. The department's customer complaint handling process can, however consider peripheral matters, such as whether the officer's conduct and behaviour during the decision making process met departmental standards.

## Complaints about decisions made under a contract

Decisions made by departmental officers under a contract with another party (such as a hire agreement or procurement contract) cannot be overturned or changed under the Framework process. Any issues that arise will be dealt with under the contract.

## Employee complaints about their employment (*Public Service Act 2008* and *Public Service Commission Directives*)

These are complaints made by a departmental employee about an employment-related administrative decision, or unfair or unreasonable behaviour by others in the workplace. These complaints will be managed under the Managing employee complaints [policy](#) and [procedure](#).



## **Corrupt conduct (*Crime and Corruption Act 2001*)**

Integrity and Employee Relations (IER) manage complaints about misconduct and corrupt conduct by all employees of the department.

If the complaint concerns any alleged misconduct or a student harm matter involving state school staff, contact the principal. The principal will then refer it to IER for assessment and consideration.

If the complaint concerns a state school principal, contact the principal's supervisor at the regional office or IER for advice. Alternatively, refer your complaint directly to IER for assessment on (07) 3055 2950 or email [conductandcomplaints@qed.qld.gov.au](mailto:conductandcomplaints@qed.qld.gov.au). You can also contact the [Crime and Corruption Commission](#).

## **Public interest disclosures (*Public Interest Disclosure Act 2010*)**

A Public Interest Disclosure (PID) is an appropriate disclosure of public interest information made by a person to an appropriate entity, within the meaning of the *Public Interest Disclosure Act 2010* (Qld).

PIDs relate to a disclosure of wrongdoing within the public sector and commonly include allegations of corrupt conduct, maladministration, substantial and specific danger to the health or safety of a person with a disability, the environment or to public health or safety or reprisal against a person who has made a PID.

These complaints will be managed under the [Making and managing a public interest disclosure procedure](#).