

# Making a complaint

to the Department of Education

## Your complaint journey

Telling us when things go right or wrong helps us improve our services. If you are unhappy about something the department or its staff have done that directly impacts you, you can make a customer complaint.

### Our website:

<https://qed.qld.gov.au/contact/compliments-complaints>

### Customer Complaints Management Framework:

<https://ppr.qed.qld.gov.au/attachment/customer-complaints-management-framework.pdf>



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Are you unhappy with something we've done?

Please be respectful when making a complaint so that we can work together.



### To make a complaint:



- Contact your school <https://schoolsdirectory.eq.edu.au>
- Or the regional office <https://education.qld.gov.au/contact-us/state-schools-regional-contacts>
- Or QGov on 13 QGOV (13 74 68) or online at [www.qld.gov.au/contact-us](http://www.qld.gov.au/contact-us)
- Privacy complaints can be emailed to [privacy@qed.qld.gov.au](mailto:privacy@qed.qld.gov.au)



### Help is available to make a complaint:

- For an interpreter, call **1800 512 451** and ask for an interpreter in your preferred language.
- For speaking (speech) or hearing support, the National Relay Service are available at [www.accesshub.gov.au/about-the-nrs](http://www.accesshub.gov.au/about-the-nrs)



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## What happens after I make a complaint?



- We will look into the issues you have raised and try to respond to your complaint in **30 days**.
- If your complaint involves human rights or a privacy complaint, we will respond in **45 business days**.
- If we need more information from you or more time to deal with your complaint, we will let you know.

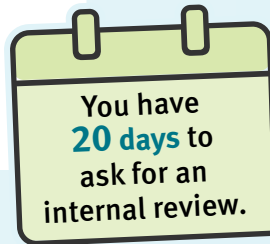
“Days” depends on the situation. If the complaint is about a school issue we will respond during school days within a school term, not business days.



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## I’m not happy with the answer – what can I do?



### To ask for an internal review:

- Use this form <https://ppr.qed.qld.gov.au/attachment/customer-complaints-request-an-internal-review.docx>
- Or call the area that responded to your original customer complaint.

An independent person will look into your internal review and try to respond in **20 days**.

### If you are still unhappy you can ask for an external review.

#### Queensland Ombudsman

- 1800 068 908
- [www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au)

#### Queensland Human Rights Commission

- 1300 130 670
- [www.qhrc.qld.gov.au](http://www.qhrc.qld.gov.au)

#### Office of the Information Commissioner (for privacy complaint mediation)

- 1800 642 753
- [www.oic.qld.gov.au](http://www.oic.qld.gov.au)