Raising a complaint with DECD

We recognise that sometimes things go wrong and you may feel that your expectations are not being met. If you have an unresolved issue or a complaint, please raise it. It is important to work together, talk, listen and find solutions so we can improve our services to the community.

The following information will walk you through the steps you can take when you have a complaint or concern.

Types of concerns and complaints
You may choose to make a complaint if you believe that a government public education or early childhood service has:

• done something wrong
• failed to do something they should have done
• acted unfairly or impolitely.

Your concern or complaint may be about:

• the type, level or quality of services
• the behaviour and decisions of staff
• a policy, procedure or practice.

Complaints may be about something we have to do because of state or federal law. In such cases we will talk to you and help you understand the requirements and why they exist.

Find out more
Step 1: Central Resolution

1. Contact principal, child care director or manager

2. Was the request denied?
   - Yes
   - No

3. Contact teacher, care centre or worker involved

Step 2: Central Resolution

1. 1800 677 455

2. Education complaints unit

Step 3: External Resolution

External agency contact points:
- Email: education@mbds.gov.au
- Phone: 1800 677 455
- Education complaints unit

If you cannot resolve your issue through the previous steps, you may choose to seek independent advice and review by an external agency. The school community’s role is to provide support from our complaint’s resolution services.

Steps for raising your concern or complaint:

Case we will address you:
- We will address your concern within the week.
- Follow-up contact will be made to resolve your concern.

Most complaints are resolved quickly, often within the week. If your concern is about the staff member or the school, we will work with you and the school to resolve the issue.

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