

**SECTION D:
NOTICES OF
NON-COMPLIANCE**

D.1 DANGEROUS SUBSTANCES

Section 200 of the *Dangerous Substances Act 2004* requires agencies to provide a statement on the number of notices of non-compliance serviced and the matter to which each notice related.

The Directorate did not receive any notices during the reporting period.

For further information contact:

Director

People and Performance

(02) 6205 9202

D.2 MEDICINES, POISONS AND THERAPEUTIC GOODS

Section 177 of the *Medicines, Poisons and Therapeutic Goods Act 2008* requires agencies to provide a statement on the number of notices of non-compliance serviced and the matter to which each notice related. The Directorate did not receive any notices during the reporting period.

For further information contact:

Director

People and Performance

(02) 6205 9202

SECTION E:
AGENCY SPECIFIC ANNUAL
REPORT REQUIREMENTS

E.1 INVESTIGATION OF COMPLAINTS

COMMUNITY FEEDBACK

During the 2015-16 reporting period the Education Directorate received over 2,500 items of feedback from the community. The feedback comprised requests for information and service, compliments, concerns and complaints received in writing and by phone.

The Directorate's handling of written feedback was enhanced during the reporting period by the introduction of an online *Customer Relationship Management* (CRM) tool. The CRM tool allows members of the community to directly lodge their feedback with the Directorate, receive a tracking code for their feedback, and specify whether the feedback was related to a request for information, a request for service, a compliment or a complaint. The CRM tool allowed the Directorate to ensure that all written feedback received a response either by the Central Office or by the relevant ACT Public School.

Feedback is also provided directly to schools and to individual teams within the Directorate. This feedback is generally responded to directly by the relevant school or area. In some cases, the feedback may need to be escalated to the Directorate's Liaison Unit for a response. These escalated cases are recorded in the CRM database and included in the count of items described earlier in this section.

FEEDBACK ABOUT ACT PUBLIC SCHOOLS

Of the 1,099 CRM records (written records) for the period, 854 items of written feedback were about ACT Public Schools, and 164 of these were complaints about ACT Public Schools.

For further information contact:

**Director
People and Performance
(02) 6205 9202**

**SECTION F:
HEALTH**

**SECTION G:
GAMBLING AND RACING**

These sections listed in the Annual Report Directions are not applicable to the Education Directorate and as such are not in this report.

**SECTION H:
MINISTERIAL AND
DIRECTOR-GENERAL
DIRECTIONS**

Agencies with responsibilities under the *Education Act 2004* must report on any Ministerial Direction and any direction given by the Director-General to a particular School Board.

In 2015-16 there were no directions given by the Minister, or by the Director-General, to a particular School Board under the *Education Act 2004*.

For further information contact:

Director

Governance

(02) 6205 5511

**SECTION I:
PUBLIC LAND MANAGEMENT
PLANS**

**SECTION J:
THIRD PARTY INSURANCE**

**SECTION K:
VICTIMS OF CRIME**

**SECTION L:
WASTE MINIMISATION
CONTRAVENTIONS**

These sections listed in the Annual Report Directions are not applicable to the Education Directorate and as such are not in this report.