

Part IV

Annual Report
Requirements for Specific
Reporting Entities

INVESTIGATION OF COMPLAINTS

Community Feedback

During the 2018-19 reporting period the Education Directorate received over 2,100 items of feedback comprising notifications, suggestions, requests for information and service, compliments received in writing and complaints received in writing and by phone. This was a slight reduction to the number received in 2017-18 (2,220).

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 ESO 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 business area. In some cases, the feedback may need to be escalated to the Directorate's Families, Students Complaints and Feedback Unit for a response. These escalated cases are also recorded in the CRM for tracking purposes.

The Directorate is also undertaking a complaints redesign process to ensure the most contemporary responses are employed to achieve appropriate resolution.

Feedback about ACT Public Schools

The more than 2,100 CRM records received during the period included 382 complaints and over 1,700 items of feedback about ACT public schools. The number of complaints received at the directorate level represents 0.76% of the student population, which currently sits at approximately 50,000 students.

Of the complaints received about ACT public schools:

- > 39 were about enrolment;
- > 33 were about facilities;
- > 30 were about policies;
- > 50 were about school communication;
- > 32 were about inclusion and engagement;
- > 87 were about staff behaviour;
- > 101 were about student behaviour management;
- > 9 were about teaching and learning; and
- > 1 was about recruitment.

Further information may be obtained from the Executive Branch Manager, Governance and Community Liaison, (02) 6207 5066.

MINISTERIAL AND DIRECTOR- GENERAL DIRECTIONS

During the 2018-19 period, the Directorate did not receive any direction from the Minister or the Director-General under the *Education Act 2004*.

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