

Part D

Annual Report
Requirements for
Specific Reporting Entities

Part 4 – Annual Report Requirements for Specific Reporting Entities

Investigation of complaints

During the reporting period, the Directorate's Feedback and Complaints team responded to 2,458 contacts from members of the community. This included suggestions, requests for information and services, compliments, and complaints.

Parents and carers are encouraged to communicate directly with their school to support early resolution of any issues or concerns. They can also contact the Education Support Office by phoning the feedback and complaints line or completing an online Education Directorate contact form.

The Directorate has continued its focus on strengthening its complaints management framework. During 2022–23, this included the review and update of the Directorate's *Complaints Management Policy* in consultation with stakeholders. This policy and a supporting suite of resources will be rolled out in schools in Term 3, 2023.

Under the *Care and Use of Animals in Schools' Policy*, the Directorate provides details through the Annual Report, of the number of complaints escalated from the school level and investigated by the ACT School Animals Ethics Committee.

There were no animal welfare complaints reported by ACT public schools to the Directorate or ACT Schools Animal Ethics Committee during the 2022 school year.

Complaints about ACT public schools

The Feedback and Complaints team logged 143 complaints. The complaints were categorised as follows:

- 1% were about enrolments
- 6% were about facilities
- 11% were about policy
- 2% were about school communication
- 22% were about inclusion and engagement
- 21% were about staff behaviour
- 33% were about student behaviour management
- 4% were about teaching and learning.

Overall, these numbers are comparable to the previous year. While most categories maintained a similar response (within 3%), growth is noted in the categories of student behaviour management (11% increase) and staff behaviour (5% increase), while complaints relating to inclusion and engagement fell (5% decrease).

Ministerial and Director-General Directions

During the 2022–23 period, the Directorate did not receive any direction from the Minister or the Director-General under the *Education Act 2004*.

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