

# Section

# Part 4

# Part 4 - Annual Report Requirements for Specific Reporting Entities

## Investigation of Complaints

During the 2019-20 reporting period the Directorate's Complaints Unit received 2,828 matters including suggestions, requests for information and service, compliments received in writing and complaints received in writing and by phone. This was a slight increase to the numbers received in 2018-19 largely due to enquiries regarding COVID-19.

Members of the community are able 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 Directorate commenced a complaints redesign process to ensure the most contemporary responses are employed to achieve appropriate resolution. This will be completed in 2021.

### Feedback about ACT Public Schools

Of the records logged during the period there were 960 complaints.

For the complaints received about ACT public schools they were in relation to:

- 61 were about enrolments;
- 105 were about facilities;
- 398 were about policies;
- 37 were about school communication;
- 108 were about inclusion and engagement;
- 73 were about staff behaviour;
- 149 were about student behaviour management;
- 28 were about teaching and learning; and
- 1 was about recruitment.

## Ministerial and Director-General Directions

During the 2019-20 period, the Directorate did not receive any direction from the Minister or the Director-General under the *Education Act 2004*.