



**ACT**  
Government

Do you need help with an enquiry,  
concern or complaint?

# TALKING WITH **YOUR SCHOOL**

WHERE DO YOU **START?**

**Step 1.** Make an appointment with the school via phone, email or in person

Contact your school's front office to make an appointment with the most appropriate person. Alternatively, you can email the school about your enquiry, concern, or complaint.

**Step 2.** Discuss your enquiry, concern or complaint with the relevant teacher, executive teacher or principal

Often concerns can be resolved by first discussing the matter at the school level, that is with the relevant person. Contact the principal if you were not able to achieve a satisfactory response with the class teacher or executive teacher, or if your concern relates to the conduct of a school staff member.

## For further advice or assistance



Please contact the Directorate's Feedback and Complaints Team:  
02 6205 5429  
[education.act.gov.au/about-us/contact\\_us](https://education.act.gov.au/about-us/contact_us)



**At any time, you have the right to approach or contact any of the following external agencies for complaints relating to:**

#### **SERVICES FOR CHILDREN AND YOUNG PEOPLE**

**ACT Human Rights Commission**  
The ACT Human Rights Commission provides a free, independent, fair and impartial process for resolving complaints about: health services, disability services, services for children and young people, and services for older people.

02 6205 2222  
[human.rights@act.gov.au](mailto:human.rights@act.gov.au)  
[hrc.act.gov.au](http://hrc.act.gov.au)

#### **IMMINENT DANGER OF A CHILD**

**ACT Police**  
131 444 OR 000 (emergencies only)

#### **CHILD PROTECTION**

**Child and Youth Protection Services**  
[communityservices.act.gov.au/ocyfs/children/child-and-youth-protection-services](https://communityservices.act.gov.au/ocyfs/children/child-and-youth-protection-services)

#### **OPERATION AND ADMINISTRATION OF AN ACT GOVERNMENT DIRECTORATE**

**ACT Ombudsman**  
[ombudsman.act.gov.au](https://ombudsman.act.gov.au)

#### **BREACHES OF PRIVACY**

**Office of the Australian Information Commissioner**  
1300 363 992  
[oaic.gov.au](https://oaic.gov.au)

