

A large, stylized number '40' is centered on the page. The '4' is white with a purple shadow, and the '0' is white with a purple shadow. The background is a light purple gradient with a dark purple diagonal line.

Part D

Annual Report Requirements for Specific Reporting Entities

Investigation of Complaints

During the 2020-21 reporting period, the Education Directorate's Feedback and Complaints unit received 2,871 matters including suggestions, requests for information and service, compliments, and complaints. This is consistent with the previous reporting period (2,828 matters received).

Members of the community can contact the Directorate by phoning the Feedback and Complaints line or completing an online form.

The Education Directorate has continued its focus on strengthening its complaints management framework. This has included a focus in 2021 on refining and implementing best practice processes for the management of complaints received by the Education Support Office. During this reporting period the Directorate has also sponsored a graduate project through the Chief Minister, Treasury Economic and Development Directorate's Strategy and Transformation Office to explore best practice in complaints handling in the context of schools. This project complements the Directorate's ongoing program of work to build complaints management maturity.

Complaints about ACT public schools

Of the records logged there were 671 complaints. The complaints were as follows:

- 37 were about enrolments;
- 93 were about facilities;
- 57 were about policy;
- 46 were about school communication;
- 122 were about inclusion and engagement;
- 77 were about staff behaviour;
- 203 were about student behaviour management;
- 5 were about COVID-19;
- 30 were about teaching and learning; and
- 1 was about recruitment.

Ministerial and Director-General Directions

During the 2020-21 period, the Directorate did not receive any direction from the Minister or the Director-General under the *Education Act 2004*.