

# Complaints and compliments form

**If you have a complaint, compliment or suggestion about any aspect of our school services we're keen to hear from you.**

Please complete this form **in English**, and send it to either the school principal or the Director of School Education in your area.

To find out the name of the person, and their mail, fax or email details:

- ask the administrative officer at the school, or
- call the Department's switchboard on 02 9561 8000.

## General information

Please select from the following. This is a:

complaint      compliment      suggestion

Please select from the following. I am a/an:

parent      student      supplier      contractor      member of the public      employee

## Your details (\*you must provide these details)

\*First name

\*Family name

\*Street Address

\*Suburb

\*Postcode

\*Phone

Email address

## Compliment or suggestion

## Complaint details

- Please set out your information as clearly and as briefly as possible.
- Focus on facts.
- Mention the steps you have taken to resolve the problem.
- Have you raised this complaint with anyone before? If so, who did you speak to and what was the result?
- What is the result you are seeking?

Note: You can provide details of your complaint on a separate piece of paper if you need more space. Please attach it to this form when you send it to us.

Do you require an interpreter?

Yes

No

If so which language?

Please provide details of any disability or special need that we should consider when communicating with you.

Date

### \*Please note

If you require an interpreter to help you to get more information please call the interpreter service on 131 450. Tell the operator which language you need and the phone number of the person you want to contact. The operator will get an interpreter on the line to assist you with your conversation. You will not be charged for this service.

## Confidentiality

Your personal information and details of your complaint will remain confidential. However, the information you provide may be provided to the NSW Ombudsman, the Independent Commission against Corruption or the NSW Police if required.

For more information visit:

<http://www.dec.nsw.gov.au/about-us/how-we-operate/how-we-handle-complaints/>