

# Compliments and Concerns Form

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

**Please print and complete this form, and send it to either the school principal or the school education director 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, or
- email the Department's schools and community senior information officer at [DECinfo@det.nsw.edu.au](mailto:DECinfo@det.nsw.edu.au)

## General information

Please select from the following. This is a:

- complaint
- compliment
- suggestion

Please select from the following. I am a:

- parent
- student
- employee
- supplier
- contractor
- member of the public

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

\*First name

\*Family name

\*Street Address

\*Suburb

\*Postcode

\*Phone number

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.*

**English not your first language?**

This form and a related brochure outlining the complaints and compliments procedures are now available in 35 languages.

**Complaints and compliments form**

<http://www.schools.nsw.edu.au/languagesupport/documents/complaints-compliments/form.php>

**Making a complaint – a guide for parents, carers and students**

<http://www.schools.nsw.edu.au/languagesupport/documents/complaints-compliments/guide.php>

**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:**

**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:**

[www.dec.nsw.gov.au/about-us/how-we-operate/how-we-handle-complaints](http://www.dec.nsw.gov.au/about-us/how-we-operate/how-we-handle-complaints)



**Education**