



**Inquiry into Annual and Financial Reports 2020-2021**  
**ANSWER TO QUESTION ON NOTICE**

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Asked by MR HANSON

Ref: Annual Report, Education Directorate, Complaints

In relation to: Investigation of Complaints (AR p238)

There were 671 complaints logged about ACT public schools in 2020-21. The top three categories of complaints were:

- 203 student behaviour management
- 122 inclusion and engagement
- 93 facilities

The Minister has been advised that: "Recommendations from previous external reviews have reinforced the need for effective frontline, complaints management processes through clear and robust policy, procedures and school implementation support" (FOI Education Budget Estimates Brief Oct 2021, p 55).

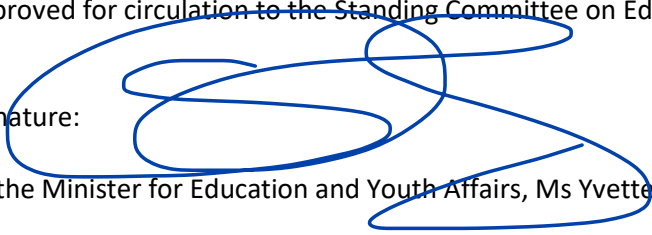
- a) What were these previous external reviews?
- b) What were their recommendations?
- c) What is actually being done to address the causes of the complaints with regard to behaviour management; inclusion; and facilities?

MS BERRY MLA: The answer to the Member's question is as follows:–

- a) The Directorate has conducted a review of its complaints management processes and engaged external consultants to undertake this work. The scope of the review was to identify areas for improvement with the Directorate's management of complaints and inform a best practice complaints management framework.
- b) The recommendation was for development of a complaints management framework based on best practice, with supporting policy and procedures and a process for escalation of complaints.
- c) In addressing the cause of complaints regarding behaviour management and inclusion, the new complaints management framework was established in term 1 2021. A key initiative of the framework was the development of a tiered system that defines an escalation process of complaint handling for the Feedback and Complaints Team. The complaints team has developed a reporting framework using data collected from complaints received to inform improvements and adjustments as required to existing internal processes/policies.

Approved for circulation to the Standing Committee on Education and Community Inclusion

Signature:

A large, stylized handwritten signature in blue ink, consisting of several overlapping loops and curves.

Date:

07/06/22

By the Minister for Education and Youth Affairs, Ms Yvette Berry