

Complaints

Fact sheet: NSS-FS10

This fact sheet provides information regarding lodging complaints about non-State schools, their governing bodies and/or the Non-State Schools Accreditation Board (the 'Board').

General information

The Board has jurisdiction under section 11 and section 26 of the [Education \(Accreditation of Non-State Schools\) Act 2017](#) (the 'Accreditation Act') to address a limited number of matters, including:

- suitability of governing body
- administration and governance arrangements
- financial viability
- educational program
- student welfare processes
- resources and
- improvement processes.

The Board also receives and deals with complaints relating to its own performance and statutory functions. The Board welcomes feedback and complaints as effective and valuable tools in staff and business development enabling it to continually work to improve service delivery.

How to lodge a complaint

Method 1

Complete and submit the online [complaints form](#)

Method 2

Download the word version of the [complaints form](#) and [post or email](#) the form to the Board

Method 3

Write a letter [addressed](#) to the Board outlining details of the complaint

Timelines

The Board meets once a month. Complainants need to be aware that, while investigations may continue between meetings, complaints are only tabled and considered at the Board's monthly meetings.

Policies and procedures

There are a number of policies and procedures relating to the complaints management process:

- [NSSAB Complaints Management Policy](#)
- [NSSAB Complaints Management Procedures – Complaints about schools/governing bodies](#)
- [NSSAB Complaints Management Procedures – Complaints about the Board/committees](#)

Printed copies of the policies and procedures are available on request from the [Board's secretariat](#).

Assessing a complaint

Complaints are assessed to ensure the complaint falls under the jurisdiction of the Board.

Complainants will be asked to give permission for the Board to disclose relevant information about the complaint to the school/governing body. The purpose of this is:

- to give the school/governing body an opportunity to respond and
- to assist any investigation.

If the complaint does not fall under the jurisdiction of the Board, complainants may be referred to another agency.

Privacy and confidentiality

Privacy and confidentiality is afforded to complainants as much as the Accreditation Act allows. Any information received is, however, subject to release in accordance with provisions of the [Information Privacy Act 2009](#) and the [Right to Information Act 2009](#), or if required by law.

Further information

Further information regarding complaints is available on the [NSSAB website](#).

For further information, please contact the Board's Secretariat on (07) 3513 6773.