

# Complaint about a non-State school, a non‑State school’s governing body or an unaccredited school

**Non-State Schools Accreditation Board (NSSAB)**

The Non-State Schools Accreditation Board (the ‘Board’) is an independent statutory body under the [*Education (Accreditation of Non-State Schools) Act 20*](https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/E/EducAccNSSA01.pdf)*17* (the ‘Act’).

The Board’s responsibilities under the [Act](https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/E/EducAccNSSA01.pdf) include, but are not limited to, monitoring whether non-State schools continue to comply with the requirements for accreditation, and, if relevant, eligibility for government funding, under the [Act](https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/E/EducAccNSSA01.pdf).

*Notes: 1. If you lodge a complaint with the Board, the Board must, in the first instance, consider whether the issues raised fall within the scope of its jurisdiction. The Board will investigate issues raised where it receives relevant and credible information about a matter which relates to the Board’s statutory responsibilities. In doing so, the Board is obliged to ensure that the governing body of the school is properly made aware of the allegations and has an adequate opportunity to respond. It is important to be aware that the Board cannot provide an assurance that your identity will remain unknown once the governing body is made aware of the details of your complaint.*

*2. A non-State school’s governing body is ultimately responsible for the governance and daily operations of the school. Operational matters of the school (e.g. school fees, uniforms, school awards and report cards) do not fall within the Board’s jurisdiction*.

*3. Investigations undertaken by the Board may take some time to finalise, depending on actions to be taken. The Board is bound by confidentiality provisions under the* [*Act*](https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/E/EducAccNSSA01.pdf) *(section 176) and, accordingly, is not at liberty to disclose particulars of its examination of the matters raised or the outcome of its investigation.*

## Before lodging your complaint with the Board

Under the [*Education (Accreditation of Non-State Schools) Regulation 2017*](https://www.legislation.qld.gov.au/view/html/inforce/current/sl-2017-0197) all non-State schools must have, and implement, a complaints procedure. This will be comprised of written processes about receiving, assessing, investigating and otherwise dealing with complaints made by staff, students or parents/guardians. Prior to submitting a complaint to the Board about a non-State school or its governing body, you may lodge the complaint with the school, as per its complaints procedure, or with the chair of the school’s governing body. If you wish to lodge a complaint with the Board, and you believe that your complaint falls within the Board’s jurisdiction, complete and submit this form to the Board.

To find a school’s governing body, go to the [Non-State schools directory](https://secure.nssab.qld.edu.au/nssd/) on the Board’s website. Click on the tab *Search by school name* and enter the school’s name. Scroll down the page to find the school’s governing body. Contact details can be found by selecting *Download school details (csv)* near the top right of the page.

## Information about lodging a complaint

Refer to the Board’s [website](http://www.nssab.qld.edu.au/About/complaints.php) for further information about the complaints management process and about matters within the Board’s jurisdiction.

## Complainant details

Provide your details so that we may respond to your complaint.

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| --- |
| **Name**       |
| **Address**      |
| **Phone number**      | **Email address**      |
| **Preferred contact**      |
| **Address** |
| **Phone number**      | **Email address**      |
| I am:[ ]  a student [ ]  a parent, guardian or carer [ ]  Other. Please specify in what capacity you are lodging this complaint      .  |

## Complaint details

Provide the following details as they relate to the complaint about the non-State school and/or governing body. The Board will consider the content of your complaint within the jurisdiction of the [Act](http://www.nssab.qld.edu.au/Documents/legislation.php).

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| **Name of any person(s) that is/are the subject of the complaint**      |
| **Name of school, governing body or other organisation**      |
| **Description of the complaint** (Summarise the complaint in less than 500 words. What happened? Who was involved? When and where did it happen?)      |
| **Attach supporting documentation** (if available)      |

## Actions to date

Have you contacted the school and/ or governing body in response to your complaint?

[ ]  No. If No, please advise the Board of your reason      .

[ ]  Yes. If Yes, please provide the following details:

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| **Name of school, governing body or other organisation contacted**      |
| **Name of person who dealt with your complaint**      |
| **Response to your complaint**      |
| **Date complaint lodged**      | **Date of response or outcome**      |

**Privacy information**

In lodging a complaint, you are providing personal information, including your name and contact details. All personal information you provide is handled in accordance with the Queensland Government [*Information Privacy Act 2009*.](https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/I/InfoPrivA09.pdf) We will use relevant personal information provided for the purpose of assessing and/or investigating your complaint and responding to you.

It may be necessary to disclose relevant information to the governing body and/or the school named in this complaint to help with the investigation.

In other instances, the information collected in this form may be disclosed without further consent where authorised or required by law.

## Declaration by complainant

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| If the Board considers that the matters you raise are within its jurisdiction, then it will investigate the complaint. This will mean that the Board will provide a copy of your complaint and all related documents to the governing body for its response. This will involve disclosure of your identity. Please indicate, giving reasons, if you do not authorise the Board to disclose your identity.[ ]  The Board may NOT disclose my identity. Reason/s:      By submitting this complaint you are confirming that you are the complainant as stated above and that the information provided in this form is, to the best of your knowledge, true and correct. Name:       Date:       |
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## The Board will consider the information provided and write to you to inform whether your complaint contains matters within its jurisdiction which it will investigate. The Board will also write should it require further information and after it has concluded its investigation.

## Due to confidentiality provisions within the Act (section 176), the Board will not be able to provide you with details of its investigations or any possible actions it may take, however it will inform you broadly of its investigations.

**Submit the form to the Board via email to** **admin@nssab.qld.edu.au** **or send to PO Box 15347, City East Qld 4002.**