

Making a complaint about the Board, a committee of the Board, a member of the Board or committee, or a person appointed by the Board as an authorised person

The role of the Board

The Board operates under the *Education (Accreditation of Non-State Schools) Act 2017*.

The Board's functions include:

- deciding the accreditation of non-State schools
- deciding the eligibility for government funding of governing bodies for accredited non-State schools
- monitoring accredited non-State schools and their governing bodies
- examining whether a place is being operated as, or held out as, a school without Board accreditation

Basis of a complaint

A complaint is an expression of dissatisfaction about any aspect of services delivered by:

- the Board
- a committee of the Board
- a member of the Board or committee
- a person appointed by the Board as an authorised person

This may include, but is not limited to, complaints about delays, conduct, communication and responsiveness. A complaint may also be made about the Board, committee, member or authorised person acting incompatibly with human rights or failing to take into account human rights.

Where a matter relates to a decision of the Board and the Board has issued an information notice, the governing body may apply to the Queensland Civil and Administrative Tribunal for a review of the decision.



When making a complaint

! Provide all particulars and details you have about the complaint so the Board can properly assess the issue

! Be aware that the information you disclose to the Board may be a 'public interest disclosure' under the *Public Interest Disclosure Act 2010*

Further information

[Policy](#) for managing complaints about the Board, a committee of the Board, a member of the Board or committee, or a person appointed by the Board as an authorised person

[Procedure](#) for managing complaints about the Board, a committee of the Board, a member of the Board or committee, or a person appointed by the Board as an authorised person

[Form](#) for making a complaint about the Board, a committee of the Board, a member of the Board or committee, or a person appointed by the Board as an authorised person

How complaint may be addressed

1 Raise your complaint with the Board

Who can complain?

- anyone can make a complaint
- a complaint can be made anonymously, but this may restrict the Board's examination of the matter, or in some cases prevent the matter being examined

How to raise?

- complete and submit the *Complaint about the Board, a committee of the Board, a member of the Board or committee, or a person appointed by the Board as an authorised person* form online, by post, or email
- telephone
- you can request translation and interpreter services or services for people with hearing, vision or speech impairments

Response time?

- the Board will acknowledge receipt within three days
- the Board will advise you in writing as soon as possible of the outcome and, if the complaint concerns human rights, will endeavour to respond within 45 business days.

2 Board assessment and investigation of a complaint

The Board:

- will ask you for your desired outcome from the complaint
- will seek to inform itself of all relevant facts relating to your complaint
- will take the action it considers appropriate in the circumstances to resolve your complaint

Your complaint cannot be actioned if:

- it is trivial, frivolous or vexatious
- it is not made in good faith, or lacks substance
- the subject matter of the complaint has already been adequately dealt with by the Board
- a complainant fails, without reasonable excuse, to cooperate satisfactorily with attempts made or arranged by the Board to resolve the complaint

3 Notification of the outcome of a complaint

The Board will notify you in writing of the outcome of the complaint