

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.

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

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