

## Non-State Schools Accreditation Board

# Complaints about non-state schools, governing bodies, or unaccredited places

*Education (Accreditation of Non-State Schools) Act 2017*

Form CCNGU-F V.2

### Important information before you begin

#### The role of the Board

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

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.

The Board is authorised to deal with your concern only if it is within the Board's legislative jurisdiction.

The Board is not a tribunal or industry ombudsman.

#### What the Board can consider

The Board is authorised to only consider matters related to whether a non-State school, or its governing body, is complying with the requirements of the Act.

For example, matters the Board may consider include:

- suitability of the governing body to govern the school
- the school being operated for profit (if eligible for government funding).
- the school's administration and governance, financial viability, educational program, student welfare processes, resources and improvement processes
- operating a school without accreditation by the Board
- holding out a school as being an accredited school if it is not accredited by the Board.

#### What the Board cannot consider

If your complaint is about any of the following matters, the Board will be unable to assist:

- student fees and charges, student awards, student homework, student reports and grades, students repeating year levels, enrolments
- allocation of teachers/teacher aides, a teacher's conduct or capability to teach
- contractual disputes

#### Before deciding whether to make a complaint

All non-state schools are required to have their own complaints management policies and procedures. At first instance, complaints should be raised with the school or its governing body.

### Where you are dissatisfied with the decision made by a non-state school

The Board cannot review, remake or overturn a decision made by a non-state school or its governing body. The Board's role is limited to considering whether the school's written processes comply with legislative requirements and were properly followed when making the decision.

### When raising a complaint

- Be informed about the Board's role and what is within its authority
- Provide all particulars and details you have about the non-compliance 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*.

### How long does the complaints process take?

There are a range of reasons why some complaints can take longer than others to progress. The Board will contact you at various times to update you on the status of your complaint.

### Privacy information

Information about the collection of personal information on this form can be found in section 4.

### Lodgement

Submit the form to the Board via email to [nssab.admin@qed.qld.gov.au](mailto:nssab.admin@qed.qld.gov.au) or post to Non-State Schools Accreditation Board, PO Box 15347, City East Qld 4002.

Mandatory fields are marked with \*.

### Notification of the outcome of a complaint

The Board will notify you of the conclusion of its investigation. Due to the strict confidentiality obligations imposed on the Board by the Accreditation Act for certain situations, the Board may not be able to advise you of the particulars of its investigation or the outcome.

### Further information

Refer to the Board's [website](#) for information about raising a compliance concern with the Board, its relating policy and procedures for managing compliance concerns and fact sheet.

## 1. Complainant details

|                            |                                                                                                                                                                                                                                                   |             |  |
|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|--|
| <b>1.1 Contact details</b> | <p><i>Provide your details so that the Board may respond to your complaint. A complaint can be raised anonymously, but this may restrict the Board's examination of the complaint, or in some cases prevent the complaint being examined.</i></p> |             |  |
| Title                      |                                                                                                                                                                                                                                                   | Salutation  |  |
| Given name(s)              |                                                                                                                                                                                                                                                   | Family name |  |
| Postal Address             |                                                                                                                                                                                                                                                   |             |  |
| Phone                      |                                                                                                                                                                                                                                                   | Mobile      |  |
| Email                      |                                                                                                                                                                                                                                                   |             |  |
| Preferred contact method   | <input type="checkbox"/> phone <input type="checkbox"/> email <input type="checkbox"/> post                                                                                                                                                       |             |  |

  

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|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| <b>1.2 About you</b> | <p><i>Specify in what capacity you are lodging this complaint.</i></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |  |
| Who am I             | <input type="checkbox"/> staff member at the school or governing body concerned<br><input type="checkbox"/> student at the school concerned<br><input type="checkbox"/> parent, guardian or carer at the school concerned<br><input type="checkbox"/> other (please specify)                                                                                                                                                                                                                                                      |  |  |
| Public officer       | <input type="checkbox"/> I am a 'public officer' within the meaning of the <i>Public Interest Disclosure Act 2010</i><br><input type="checkbox"/> I am <b>not</b> a 'public officer' within the meaning of the <i>Public Interest Disclosure Act 2010</i><br><p><small><i>Refer to <a href="#">Making a public interest disclosure: A guide for individuals working in the public sector</a>, p.5 for a definition of a 'public officer' and to establish whether your concern is a disclosure under the PID Act.</i></small></p> |  |  |

## 2. Resolving your complaint with the non-state school or its governing body (optional)

The Board prefers complainants to raise their complaint directly with the non-state school before lodging a complaint with us.

|                            |                                                                                                                                                                                                                            |  |  |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| <b>2.1 Actions to date</b> | <p><i>Have you contacted the school and/or governing body about your complaint?</i></p> <input type="checkbox"/> No. If no, please advise of your reason<br><input type="checkbox"/> Yes, please provide details under 2.2 |  |  |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|

  

|                                                      |                                                                                                                      |  |  |
|------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|--|--|
| <b>2.2 Actions to date details</b>                   | <p><i>Provide details about any of your actions to date regarding contact with the school or governing body.</i></p> |  |  |
| Date complaint lodged                                |                                                                                                                      |  |  |
| Name of school, governing body or other organisation |                                                                                                                      |  |  |
| Name of the person who dealt with your complaint     |                                                                                                                      |  |  |
| Have you received a response to your complaint       | <input type="checkbox"/> Yes, please provide details below<br><input type="checkbox"/> No                            |  |  |
| Date of response or outcome                          |                                                                                                                      |  |  |

|                            |  |
|----------------------------|--|
| Response to your complaint |  |
|----------------------------|--|

### 3. Raising your complaint with the Board

|                                                                                 |                                                                                                                                        |
|---------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| <b>3.1 Details</b>                                                              | <i>Provide the following details as they relate to the complaint about the non-State school, governing body or unaccredited place.</i> |
| Complaint about *                                                               | <input type="checkbox"/> Non-State school <input type="checkbox"/> Governing body <input type="checkbox"/> Unaccredited place          |
| Name of any person(s) subject of the complaint                                  |                                                                                                                                        |
| Name of school, governing body or other organisation subject of the complaint * |                                                                                                                                        |
| Description of the complaint *                                                  | Set out your complaint in less than 500 words. What happened? Who was involved? When and where did it happen?                          |
| Attach supporting documentation (if available)                                  |                                                     |

#### 4. Privacy information

This form collects information to enable the Non-State Schools Accreditation Board to consider complaints raised about non-State schools, its governing bodies or unaccredited places.

Certain data collected in this form is 'personal information' within the meaning of the Queensland Government *Information Privacy Act 2009*, which deals with the collection and handling of such information by government agencies.

This form collects personal information about:

- A contact person for the purpose of processing the complaint
- Details about persons involved in the complaint

The information collected in this form may be disclosed to the following entities:

- Governing body subject of the complaint
- Non-State school subject of the complaint
- Unaccredited place subject of the complaint

In the event that the person submitting the form is providing personal information on behalf of someone else, it is the person's responsibility to ensure that the person has the correct information and authority to submit the information.

Certain information collected in this form may also be published on the Board's website and under Open data ([data.qld.gov.au](http://data.qld.gov.au)) if suitable for release. In other instances, the information collected in this form can be disclosed without further consent where authorised or required by law.

#### 5. Declaration

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 may provide a copy of your complaint and all related documents to the governing body for its response. This may involve disclosure of your identity.

|                                       |                                                                                                                                                                                                                                                                                                                           |
|---------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>5.1 Declaration by complainant</b> | <i>Please indicate, giving reasons, if you do not authorise the Board to disclose your identity.</i>                                                                                                                                                                                                                      |
| Disclosure of identity                | <input type="checkbox"/> The Board may NOT disclose my identity<br>Reason/s:                                                                                                                                                                                                                                              |
| Declaration *                         | <input type="checkbox"/> I declare that the information provided in this form is, to the best of my knowledge, true and correct.<br><input type="checkbox"/> I declare that I have read this form carefully and understand what matters the Board can and cannot consider and that the Board is not a merits review body. |
| Date *                                |                                                                                                                                                                                                                                                                                                                           |