

Non-State Schools Accreditation Board

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

Education (Accreditation of Non-State Schools) Act 2017

Form CBCA-F

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 this 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 QCAT for a review of the decision.

When making a complaint

- Provide all particulars and details you have about the issue, so it can be fully and properly addressed by the Board
- Be aware that the information you disclose to the Board may be a 'public interest disclosure' under the *Public Interest Disclosure Act 2010*.

Privacy information

Information about the collection of personal information on this form can be found in section 3.

Lodgement

Submit the form to the Board via email to nssab.admin@ged.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.

Further information

Refer to the Board's [website](#) for information about making a complaint with the Board, its related policy and procedures for making complaints, and fact sheet.

1. Complainant

1.1 Contact details	<i>Provide your details so that the Board may respond to your 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.</i>		
Title		Salutation	
Given name(s)		Family name	
Postal Address			
Phone		Mobile	
Email			
Preferred contact method	☐ phone ☐ email ☐ post		

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

2. Raising your complaint with the Board

2.1 Details	<i>Provide the following details as they relate to the complaint.</i>		
Complaint about *	☐ the Board ☐ a committee of the Board ☐ a member of the Board or committee ☐ a person appointed by the Board as an authorised person		
Name of any person(s) subject of the complaint			
Name of the body 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)			

3. Privacy information

This form collects information to enable the Non-State Schools Accreditation Board to consider 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.

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

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) 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.

4. Declaration

4.1 Declaration by complainant	<i>Please provide details below.</i>
Declaration *	☐ I declare that the information provided in this form is, to the best of my knowledge, true and correct.
Date *	