



**ACT**  
Government

Education and Training

# Complaint Lodgement Form

Please send this form to:  
The Complaints Information Officer  
Legal Liaison and Regulation Section  
Education and Training Directorate  
GPO Box 158 Canberra ACT 2601

**In the first instance persons wishing to make a complaint are encouraged to have their concerns handled in an informal way. If you are unable to do this, or you wish to do so subsequently, you may use this form to lodge a complaint formally.**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

**Contact number(s):** \_\_\_\_\_

**Details of the complaint (please provide details on a separate sheet if insufficient space)**

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**Please identify the relevant school, preschool or departmental service in relation to this complaint.**

\_\_\_\_\_

**What outcomes do you seek?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Thank you for taking the time to provide us with your comments about our service.  
We will contact you regarding this concern.**

The Directorate is collecting this information to assist us in resolving your complaint. We will keep your personal information confidential as far as is possible. However there may be some circumstances when your personal information will need to be provided to others as part of the process of addressing your complaint. Personal information may also be released under the provisions of the *Privacy Act 1988* and may be subject to release under the *Freedom of Information Act 1989*. We will keep this form as part of our Directorate records. We will keep information about your complaint, but not about you, on a database for statistical purposes. The Directorate collects, manages, uses and discloses personal information under the requirements of the *Privacy Act 1988*.