**Education Directorate Complaints Process**

If you have a concern or complaint about your child’s schooling, education or welfare:

Step 1: Discuss your concern with your child’s teacher.

Step 2: Discuss your concern with the school principal (if you were not able to resolve the concern with the teacher or if you concern relates to the conduct of a staff member or is about another aspect of school life).

Step 3: If you concern remains unresolved, contact the Families & Students, Complaints & Feedback Unit via the [ACT Education Directorate contact form](https://www.accesscanberra.act.gov.au/app/forms/etd_liaison_feedback) or by phone (02) 6205 5429 between 9am and 5pm, Monday to Friday.