

REPORT A CONCERN FORM

NON-GOVERNMENT SCHOOL REGULATION

Submit report to [NGSRegulation.Concerns@education.wa.edu.au](mailto:NGSRegulation.Concerns@education.wa.edu.au)

# C:\Users\e4096732\AppData\Local\Microsoft\Windows\INetCache\Content.Word\CC BY BC letter.pngDetails of person making the report

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Given name | Click/tap to enter. | Surname | | Click/tap to enter. | |
| Address | Click/tap to enter. | | | | |
| Suburb | Click/tap to enter. | State | Click/tap to enter. | Postcode | Click/tap to enter. |
| Phone number | Click/tap to enter. | | | | |
| Email address | Click/tap to enter. | | | | |

# What school is the report about?

|  |  |
| --- | --- |
| School | Click/tap to enter. |
| School Premises | Click/tap to enter. |
| Governing body (if known) | Click/tap to enter. |

# What would you like to report?

Please note that NGSR is unable to intervene in a complaint or override a school’s decision. Rather, information provided by a member of the public may be taken into account in monitoring schools’ compliance with the registration standards.

**If you are concerned about the wellbeing of a child or children**, you should immediately contact the [Western Australia Police Force](https://www.police.wa.gov.au/Contact-Us) or the [Department of Communities – Child Protection and Family Support](https://www.communities.wa.gov.au/services/child-protection-and-family-support/).

Please provide a summary of your concerns:

|  |
| --- |
| Click/tap to enter. |

**Confidentiality**: We cannot guarantee confidentiality, as we may be compelled to share information provided to protect a person’s wellbeing and safety. This means that sometimes information can be disclosed without your consent. If this is the case, you will be told the circumstances and what information will be disclosed and to whom.

In other circumstances, while we may not be compelled to share information, doing so will assist compliance enquiries we may undertake (for example, in seeking a school’s response to concerns you may have raised).

Please tick if you consent to information about your concern, including your name, being disclosed to a school or its governing body to assist our enquiries.

# How has the issue been raised with the school?

Non-government schools must have a complaint handling system which meets Standard 9 (Complaints) requiring a fair process and the availability of a review. In most schools, the review enables a complainant to escalate an unresolved complaint to the school’s governing body (ie the board or management committee).

Please include all relevant correspondence/s exchanged with the school and/or governing body.

|  |  |
| --- | --- |
| Have you accessed and followed the school’s complaints process? | Click/tap to enter. |
| How and when did you raise the issue with the school? | Click/tap to enter. |
| What was the school’s response? | Click/tap to enter. |
| How and when did you raise the issue with the governing body? | Click/tap to enter. |
| What was the governing body’s response? | Click/tap to enter. |
| Have you reported this matter elsewhere (eg. to Police, Department of Communities) | Click/tap to enter. |
| What outcome are you seeking from the school? | Click/tap to enter. |

Role of the Director General

The Director General of the Department of Education is the decision maker regarding the registration and compliance of non-government schools and is supported in this role by the Non-Government School Regulation directorate (NGSR).

Any student, parent or community member is entitled to contact the Director General, through NGSR, with concerns about a school or the manner in which a complaint has been handled. It is however important to note that the Director General and NGSR do not have powers to mediate or conciliate a complaint, to direct conflicted parties to a resolution or to override a school’s decision regarding an individual student. Instead, NGSR, on behalf of the Director General, may make enquiries into the circumstances of a complaint to determine a school’s compliance with the registration standards and other requirements applicable to non-government schools, including the Complaints standard (Standard 9).

Where non-compliance is identified by NGSR through enquiries, the Director General may use regulatory powers to direct the school to rectify the non-compliance or to engage in overall system improvement to mitigate future risk of non-compliance.