

Question on Notice
No. 143
Asked on 9 March 2021

MR R STEVENS ASKED MINISTER FOR EDUCATION, MINISTER FOR INDUSTRIAL RELATIONS AND MINISTER FOR RACING (HON G GRACE)

QUESTION:

Will the Minister advise (in table format for the three most recent financial years for which data is available) how many complaints against decisions on enrolment by school principals were (a) lodged with Education Queensland, (b) successful, (c) unsuccessful, (d) subject to internal review, (e) succeeded at internal review, (f) failed at internal review, (g) subject to external review by the Ombudsman, (h) succeeded at external review and (i) failed at external review?

ANSWER:

Information regarding complaints about enrolment decisions is not captured by the Department of Education's Customer Complaints Management system as a specific category of complaints.

Principals make a range of enrolment-related decisions mainly including satisfying age and catchment requirements.

Complaints about enrolment decisions may be directed within or outside the department i.e. to the school, regional or central office, or to the Queensland Ombudsman.

A person, organisation or their representative/advocate can make a complaint regarding how enrolment decisions are handled under the department's *Customer complaints management framework*, policy and procedure, which are available through the department's Policy and Procedure Register at www.ppr.qed.qld.gov.au/.