

# Customer complaints: Request an internal review

## Privacy statement

*Please note that the Department of Education (DoE) is collecting your personal information for managing your complaint. The information will be provided to relevant DoE staff to enable your complaint to be investigated, which may include any school or DoE staff member you are complaining about. The information will not be disclosed by DoE to any third party without your consent or unless authorised or required by law. If DoE asks for information and you do not provide it, DoE may not be able to investigate your complaint.*

If you are dissatisfied with the outcome of your customer complaint or the way your customer complaint was handled by the department, you can ask for your complaint to be reviewed by the department. This is called an internal review.

When requesting an internal review, you must explain why the review is appropriate – i.e. why the original complaint outcome was unreasonable and/or the complaint handling process was unfair or deficient. If you do not provide sufficient information, your internal review request may not be examined by the department.

You can find more information about internal review and the department's processes in the [Internal review procedure](#) and [Internal review information sheet](#).

## How do I request an internal review?

You can request an internal review in two ways:

1. Complete the following form and lodge it with the area that responded to your original complaint, or the [regional office](#) if your original complaint was handled by a school; or
2. If you are unable to complete the form, call the area that responded to your original customer complaint and request an internal review over the phone.

You must request the internal review within 28 days of receiving the outcome of your original complaint.

Make sure your request explains why an internal review is appropriate (i.e. why the original decision was unreasonable or the complaint handling process was unfair or deficient) and what action you would like taken to resolve your issue.



## Request for internal review form

<b>Contact information</b>	
<i>Note – the internal review officer may need to contact you to discuss your request or clarify any information you have provided</i>	
Name	
Phone number	
Email or mailing address	

<b>Customer complaint reference number (if known)</b>
<i>If you do not know your reference number, attach a copy of the complaint outcome we sent you. If you do not have this information, this section can be left blank.</i>

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<b>Tell us why you are seeking an internal review</b>
<i>Please explain why you believe the original decision was unreasonable or the complaint handling process was unfair or deficient. If you need more space, you can attach additional information (up to a maximum of five pages).</i>
<i>Please note: an internal review cannot be requested simply because you disagree with the original decision or process. It is your responsibility to explain how the original decision or process was unreasonable, unfair or deficient.</i>

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Is there any new information relating to this matter you would like the department to consider in reviewing your customer complaint?

*Note: any new information provided which is not part of this customer complaint will need to be lodged as a separate complaint*

What outcome are you seeking?

Date: