



# COMPLAINTS AND FEEDBACK FORM

## About this form

This form is to be used to submit a formal complaint or feedback in line with the Education Standards Board's Complaints and Feedback Management Policy.

## Submitting this form

This form can be submitted by email to [esb.feedback@sa.gov.au](mailto:esb.feedback@sa.gov.au).

## Timeframes

We will acknowledge receipt of complaints or negative feedback within 3 working days using the stakeholders preferred communication method.

We aim to resolve an escalated complaint within 21 working days. If a complaint cannot be resolved within 21 working days, we will communicate with the stakeholder to advise when an outcome is expected.

## Privacy statement

Personal information provided in this form will only be used by the Education Standards Board for the purposes of handling the complaint or feedback.



Applicant's Details					
Title	Mr	Mrs	Miss	Ms	Other
Family name					
Given name(s)					
Organisation (if applicable)					
Email address					
Phone number					

Details of complaint or feedback	
Date of occurrence (if applicable)	
ESB Business Unit (if known)	Corporate Services Early Childhood Services Schools Registration Compliance and Investigations Executive Unsure
Description:	
Action sought	Yes      No
If yes, please specify:	

**If there is any additional information that would assist ESB to handle your complaint or feedback, please attach it to your email with this form.**