

Introduction

The *Teachers Registration Act 2000 (the Act)* gives the Teachers Registration Board (the Board) powers to investigate complaints made about the professional conduct of registered teachers.

The Board encourages complainants, in the first instance, to speak directly to the teacher, the Principal of the school or the employer, as many complaints will be able to be resolved in this way.

If you believe a complaint is of a serious nature or cannot be resolved by the school or the employer, it can be lodged with the Board.

Making a Complaint

The process for making a complaint is set out in section 19 of the Act. A complaint must:

- (i) be about professional conduct, and
- (ii) relate to a person who is or was a registered teacher; or the holder of a limited authority to teach, and
- (iii) be in writing, contain your name and address, and be signed by you.

The Board cannot accept unsigned or anonymous complaints.

To enable the timely consideration of a complaint, specific details of the incident(s), conduct or behaviour giving rise to the complaint, should be provided.

It is an offence to make a false or misleading statement to the board.

Complaints can be sent to:

Email: conduct@trb.tas.gov.au or

Post: Teachers Registration Board
PO Box 539
HOBART TAS 7001

Managing your Complaint

The Board will give you written acknowledgement when it receives your complaint and, if further information is required, you may be contacted by one of our staff. The Board must notify the teacher (about whom you have made a complaint) that there is a complaint; and provide them with the contents of that complaint.

The Board must provide the teacher with the name of the person who made the complaint.

The teacher will be provided with an opportunity to respond to the complaint.

The Board will also notify the relevant school(s) or employer (as required by the Act).

Investigating Your Complaint

When your complaint is received, Board staff will conduct a preliminary assessment to gather relevant information about the complaint. This may involve talking to you, the teacher you are complaining about and other individuals who may be able to provide relevant information.

The Board will make every effort to ensure the complaint is dealt with in a timely manner, however there is no set time for conducting an investigation. The length of time taken will depend on circumstances such as the availability of witnesses and access to information.

Once the Board has completed the preliminary assessment, it will determine to either: (a) hold an inquiry into the complaint if it is reasonably satisfied that it is in the public interest to do so; or (b) dismiss the complaint.

You will be notified and provided with the Board's decision and the reasons for the decision. You may appeal that decision pursuant to section 17 of the *Magistrates Court (Administrative Appeals Division) Act 2001*.