

## Role of the Director General of the Department of Education

*The Director General of the Department of Education is responsible for ensuring the school observes the registration standards, including the standard about its complaints handling system. Any student, parent or community member is entitled to contact the Director General with concerns about how the school has dealt with a complaint. Information is available on the Department of Education [website](#). Whilst the Director General may consider whether the school has breached the registration standards, he does not have power to intervene in a complaint or override the school's decision.*