



Australian Government



ParentsNext



Making a complaint or changing consultant



If you **don't think you are getting the right help**, or would like to **make a complaint**, please talk to your ParentsNext consultant first. You can also ask for a new consultant.

If you aren't comfortable speaking with your consultant please contact the Department of Education, Skills and Employment through the National Customer Service Line:

By phone:

1800 805 260 (free from landlines)

By email:

nationalcustomerserviceline@dese.gov.au

You can also make a complaint by visiting the **ParentsNext website** and filling out the **Complaints, Compliments and Suggestions form**.



For more information go to dese.gov.au/parentsnext