Help with a concern or complaint

All department staff – teachers, principals, preschool directors, regional and Central Office staff – will help you to agree on a plan of action and a timeframe.

These people will help:
- explain and guide you through the resolution process
- gather information about policies and procedures and explain them to you
- clarify the problem and help you make your complaint
- follow up on the progress or outcome of your complaint.

We all want the best outcome for you and your child.

You can also call the Parent Complaint Unit hotline at any stage on 1800 677 435 for information, advice and support.

Other options

Your complaint may require an independent review by an external agency. This will be determined by the circumstances of the complaint.

You also have the right to refer any educational and care concern to an external agency, such as the South Australian Ombudsman.

The South Australian Ombudsman

You can make a complaint to the SA Ombudsman about any action or inaction by an agency within the Ombudsman’s jurisdiction.

Further information is available at www.ombudsman.sa.gov.au.
Within 24 working days of your request, you can expect that you will hear of a decision. The school will inform you via a formal letter of your decision. The school will not be able to provide further details on the nature of the decision. The school cannot release the decision to you until the decision has been made. The school is responsible for ensuring that you are informed of your decision. The school will not be able to release the decision to you until the decision has been made. The school will not be able to release the decision to you until the decision has been made.

What is do if you have a complaint?

Stage 1 – Talk to the School

Stage 2 – Contact your Regional Office

Your Regional office is located at 1000 Park Ave. Any further information or advice can be obtained from your Regional Office. Your Regional Office is located at 1000 Park Ave. Any further information or advice can be obtained from your Regional Office. Your Regional Office is located at 1000 Park Ave. Any further information or advice can be obtained from your Regional Office.

About concerns or complaints

Your concerns or complaints will be handled in the following manner:

1. A written notice of concern will be sent to the school.
2. The school will acknowledge receipt of the concern.
3. The school will provide a written response within 20 working days of receipt.
4. If the matter cannot be resolved, the school will refer the matter to the Regional Office.
5. The Regional Office will then provide a written response within 20 working days of receipt of the matter.

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If you have any questions or concerns, please do not hesitate to contact your Regional Office.