

PARENT INFORMATION

Raising a concern or making a complaint

Parents and caregivers are encouraged to raise concerns or make a complaint if they believe that their child's school, or a staff member working there, has done something wrong, failed to do something that should have been done or acted unfairly or impolitely.

The concern or complaint may be about the type, level or quality of the services, the behaviour or decisions of staff and / or regarding a policy, procedure or practice.

The Department for Education and Child Development parent complaint process is based on the belief that complaints are resolved more effectively, and relationships more likely to be maintained, when they are dealt with as close to the local level as possible.

Steps that you can take to help resolve your concern or complaint.

Stage 1 - Tell the school or preschool first

Contact the school to arrange a time to meet with the teacher or have a discussion with them on the phone. They will look into your concerns and get back to you as soon as possible. If the matter is not resolved, or if your complaint is about a teacher, you may wish to meet with, or write to, the principal or director. They will work with you and the staff member to resolve the issue. If the complaint is about the principal, contact your local DECD regional office, the contact details can be sourced via the school principal or go to <http://www.decd.sa.gov.au/docs/documents/1/SitesServRegionalOffices.pdf>.

Stage 2 - Contact your regional office

You may choose to contact your regional office for help if you are not satisfied that your complaint has been resolved by the school and/or if the principal or director is the subject of your complaint. The regional office will review your complaint and work with you and the school to resolve the matter as soon as possible.

Stage 3 - Refer your matter to the Parent Complaint Unit

If the matter has not been resolved to your satisfaction, contact the **Parent Complaint Unit**, by calling 1800 677 435 (standard call rates apply for calls from mobile phones) or email DECD.ParentComplaint@sa.gov.au.

Your school's website contains a link to the full policy document and more information about resolving a concern or complaint may be found at www.decd.sa.gov.au/parentcomplaint.

The success of public education depends on mutually beneficial partnerships with parents and families and we value the collaborative relationships with you and your family. We are committed to ensuring that these remain strong and positive and that they support the education and care of all students.

Other options

Please keep in mind that your complaint may require an independent review by an external agency. You have the right to refer your complaint to an agency such as the South Australian Ombudsman. Further information on how to do this is available at www.ombudsman.sa.gov.au.

Advice and support

You can contact the **Parent Complaint Unit** on **1800 677 435** at any time to discuss your concern or complaint, or to seek advice about resolving school problems.

For inquiries and notifications of suspected child abuse and neglect call the Child Abuse Report Line on 131 478. Depending on the incident in question, you may also wish to contact SAPOL on 131 444. In the case of an emergency call 000 on a landline or if using a mobile 112.



Government
of South Australia
Department for Education
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