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.
What to do if you have a complaint

If you are not satisfied that your complaint has been resolved by the school, or if the principal is the subject of your complaint, you may contact our regional office for further help. The regional office will review your complaint.

The regional office will aim to resolve your concern within 20 working days.

Stage 2 – Contact your regional office

Stage 3 – Parent Complaint Unit

This unit has a dual function:
• To provide advice and support to parents about their concerns and complaints that have not been resolved at the school or regional level.

Advice and support

Impartial review

If the complaint has not been able to be resolved by the school and regional office, the complaint will be referred to an impartial review. This may include a local regional office or an independent expert, depending on the nature of the complaint.

About concerns or complaints

A complaint may be made by a parent if they think that the school has, for example:
• Failed to do something or should have done something wrong.
• Failed to do something or should have done something properly.
• Acted unfairly or unjustly.

Your concern or complaint may be about:
• The general level of quality of service
• The behaviour and/or treatment of other staff

Sometimes a complaint is about something we have to do because of the state of federal law. In such cases, we are all able to talk to you about the matter and help you understand the requirements and why they exist.