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 core 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 25 working days of your course,
you can contact the school to request a refund
to either request a refund or to continue your
course. The school will need to meet with the
course of your choice to discuss your
refunds. If you are not satisfied with your
choice, you may request a refund

Important Notice
With your school to check your
attendance and support
education or training programs. Start with
your local school to ensure you are
covered. The school will need to meet with the
principal of your school to discuss your
options. If you are not satisfied with your
choice, you may request a refund

About concerns or complaints
To report any concerns or complaints
students or staff, you should contact
your local school to discuss your
options. If you are not satisfied with your
choice, you may request a refund

Stage 1 – Talk to the school
If you have concerns or complaints
about your school, you should contact
your local school to discuss your
options. If you are not satisfied with your
choice, you may request a refund

Stage 2 – Contact your regional office
If you have concerns or complaints
about your regional office, you should contact
your local school to discuss your
options. If you are not satisfied with your
choice, you may request a refund

Stage 3 – Parent feedback
If you have concerns or complaints
about your parent feedback, you should contact
your local school to discuss your
options. If you are not satisfied with your
choice, you may request a refund

Additional information
- The school’s website
- The school’s social media
- The school’s newsletter
- The school’s blog
- The school’s email

For your child’s success
Education and quality care are vital