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

The school's procedure is to receive your complaint,

The school is not to be involved in the procedures of

Your concern or complaint may be directed

The school does not provide

Stage 1 – Talk to the School

If you are not satisfied, you may refer your complaint

Stage 2 – Contact your Regional Education Office

The school's procedure is to receive your complaint,

The school is not to be involved in the procedures of

Your concern or complaint may be directed

The school does not provide

Stage 3 – Parent/Complainant Unit

The school's procedure is to receive your complaint,

The school is not to be involved in the procedures of

Your concern or complaint may be directed

The school does not provide

About concerns or complaints

Your concern or complaint may be directed

The school does not provide

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