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

Stage 2 – Contact your regional office

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

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

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.
- To objectively review complaints that have not been resolved at the school or regional level.

Advice and support

Impartial review

Stage 1 – Talk to the school

The school is responsible for addressing concerns and complaints. Contact your child’s class teacher or other school staff member (principal, year level coordinator) to discuss your concern or complaint. The school may be able to arrange a time for you to meet with the teacher or have a discussion over the phone.

If your concern is about a teacher then you may prefer to contact the principal or director. However, if you are still not satisfied, you may choose to follow up your complaint with the principal or director. They will work with you and the staff member to resolve the issue. To do this you may choose to write to the principal or director. They will acknowledge receipt of your complaint with a written response as soon as possible, or by telephone.

The school’s principal will always be available to resolve your concern or complaint, and contact will be made with the principal or director at any time. Staff will follow up with you at a later stage to check progress.

If the complaint has not been able to be resolved by the school and regional office, you may contact the Department’s Head of Early Childhood Development and the Chief Executive’s office will be advised by the Parent Complaint Unit. They will provide a written response as soon as possible, or call you at home. The Department’s Head of Schools or the Chief Executive’s office will be advised by the Parent Complaint Unit. They will provide a written response as soon as possible, or call you at home.

The school’s principal will make a decision about your complaint. You can expect that you will hear from us within 35 working days in most cases.

About concerns or complaints

A complaint may be made by a parent or they may be brought to the school by the school. Don’t be afraid to speak out about the matter and help you understand the requirements and why they exist.

Sometimes a complaint is about something we have to do because of the state of federal law. In such cases we are able to talk to you about the state of federal law. In such cases we are able to talk to you about the state of federal law. In such cases we are able to talk to you about the state of federal law.