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.
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 the subject of your complaint – you may contact your regional office for help. The regional office will then review your complaint.

The regional office will then review your complaint 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 concern or complaint.
- To help parents or parents and carers to resolve their concern or complaint.

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 the Commissioner for Public Education and Child Development. The Commissioner may then conduct an independent investigation and make a decision on the complaint.

About concerns of complaints.

A complaint may be made at any time, and the complaint should have been made as soon as possible after the incident or series of incidents.

- An informal or formal complaint may be used.
- A complaint should be made in writing and should include all relevant details.
- The Commissioner will assess the complaint and make a decision on the complaint.

Sometimes a complaint is about something that is not covered by the Code of Practice. In such cases, the school must consider the complaint and determine the appropriate course of action.

The school has a procedure for dealing with complaints, and if you are not satisfied with the outcome of your complaint, you may contact the Commissioner for Public Education and Child Development.