

PARENT CONCERNS AND COMPLAINTS

QUICK REFERENCE

FOR EDUCATIONAL MATTERS RELATING TO YOUR CHILD



Stage 1

If you have a concern / complaint related to your child, arrange a meeting time with the teacher, and advise of the issue/s to be discussed.



Meet with the teacher to resolve the issue/s. If you are dissatisfied and feel the concern / complaint has not been resolved, clearly state this at the conclusion of the meeting.



Issue Resolved



If the concern / complaint is not resolved, arrange a meeting time with the Principal, or the Deputy Principal, and advise of the issue/s to be discussed in writing.



Meet with the Principal or Deputy. If you are dissatisfied and feel the concern has not been resolved, clearly state this at the conclusion of the meeting. You may also be asked to forward your concern / complaint in writing.



Issue Resolved



Phone or write to the Principal or Deputy again. If the school does not receive any more information, it is reasonable to assume it has been resolved. The school will aim to resolve the complaint within 15 workdays.



Issue Resolved

Stage 2

The expectation is that the above steps have been followed. If you are still dissatisfied with the outcome you may contact the DECD Education Complaint Unit on 1800 677 435 or email at DECD.EducationComplaint@sa.edu.au for further support.



Issue Resolved

Stage 3

If your complaint is not resolved you may choose to seek independent advice and review by an external agency by contacting the SA Ombudsmen on 1800 182 150 or 8226 8699 or by email at ombudsman@ombudsman.sa.gov.au.

General school matters (eg timing of sports day, excursions etc) are most appropriately raised with the Principal, Deputy, Staff or Governing Council. It is important the concerns / complaints are kept confidential. The school can only deal with issues that are raised. It is expected that parents / caregiver, students & staff will work together to resolve concerns in a way that maintains positive relationships.

At any stage of the concern / complaint resolution process parents may contact the Education Complaint Unit for advice or support on 1800 677 435