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 1 – Talk to the school

If you have a problem or concern about your child’s education, you should first talk to the school. If you are not happy with the way the school has handled the problem, you can then progress to the next stage.

Stage 2 – Contact your Regional Office

You can contact your Regional Office by phone or email to discuss your concern further. They will help you understand the options available to you and guide you through the process.

Stage 3 – Parent Complainant Form

If you are still not satisfied, you can complete the Parent Complainant Form and send it to your Regional Office. They will investigate your complaint and provide a response.

About concerns or complaints

Your concerns will be handled according to the procedures outlined in the Regional Office’s Complaints Policy. If you have any questions, you can contact the Regional Office for assistance.

Contact the school in the event of a complaint

If you have any issues with your child’s education, you can contact the school directly by phone or email. They will be happy to help you address any concerns you may have.

Education and quality care are vital

The education and quality care of your children are extremely important. It is essential that you understand your rights as a parent and know how to protect your children’s interests.