



## Parent Complaint Policy

### Parent guide to raising a concern or complaint

We all expect quality and expert care and teaching for your child in order that they achieve their potential. Working together will give us the best chance of solving a problem that may arise during your child's years in preschool and school.

We also recognise that at times things may go wrong. If you have a concern or a complaint, we want you to let us know. It is important to learn from mistakes or misunderstandings so that we can improve your child's experience and learning, and also improve processes where possible.

The first step in working through a complaint is to talk to your child's teacher. If the complaint is not resolved at the classroom level then consult with the Principal or Assistant Principal.

A copy of the school/preschool's *Parent Guide to Raising a Concern or Complaint* brochure is available at the Front Office. The brochure explains the processes used when making a complaint.

This brochure can be used as a guide to help you think through your concerns and resolve these matters respectfully and effectively.

### About complaints or concerns

This information may be helpful in explaining what a complaint is:

Members of the public (including parents, carers and students) can raise a concern or complaint if they think that the school or a staff member has:

- done something wrong
- failed to do something that should have been done
- acted unfairly, unreasonably or disrespectfully.

Your concern or complaint may be about:

- the type, level or quality of services
- the behaviour and decisions of staff
- a policy, procedure or practice

Teachers, principals, preschool directors, and other education department staff will work alongside you to agree on a plan of action and a timeframe for resolving your issues or concerns.

Sometimes a complaint is about something we have to do because of state or federal law. In such cases we are able to talk to you about the matter and help you understand the requirements and why they exist.

If you'd like more information give Becky Jones a call at school on 8251 2717 or visit the department's website at <https://www.education.sa.gov.au/department/about-department/contact-department/feedback-and-complaints-about-school-or-preschool>.

If you are not satisfied, contact the Education Complaint unit.

Email: [DECD.EducationComplaint@sa.gov.au](mailto:DECD.EducationComplaint@sa.gov.au)

Phone: 1800 677 435

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