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

So that we can work together to get the best outcome for your child, please let us know about your concern. We will then be able to discuss any concerns or complaints with you.

The school will always try to resolve your concerns or complaints as soon as possible. If you are not satisfied, the school will contact you about the outcome.

Stage 2 – Contact your regional office

If you are not satisfied with the outcome of the complaint, you can contact your regional office for help. The regional office will review your complaint and, if necessary, provide advice.

Stage 3 – Contact the Department for Education and Child Development Parent Complaint Unit

If you want to contact the Department for Education and Child Development Parent Complaint Unit, you can visit their website or contact them by phone.

Advice and support

- To provide advice and support to parents
- To objectively review complaints that have not been resolved at the school or regional level

Impartial review

If your complaint has not been resolved to your satisfaction, you can contact the Department for Education and Child Development Parent Complaint Unit for an impartial review.

Contact Information

- Phone: 1300 677 433
- Email: complaints@education.sa.gov.au
- Website: education.sa.gov.au/complaints

About concerns or complaints

If your concern is about a teacher, they should be provided with a copy of this document. If your concern is about the school, you should contact the principal or director of the school.

- A complaint may be made about a parent or another person
- A complaint may be made about a teacher or another person
- A complaint may be made about the school
- A complaint may be made about the Department for Education and Child Development

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If you have any questions or concerns, please contact the Department for Education and Child Development Parent Complaint Unit.

Additional Information

- The Department for Education and Child Development is committed to providing quality education and care.
- We encourage you to contact us about any concerns or complaints.
- If you are not satisfied with the outcome of your complaint, you can contact the Department for Education and Child Development Parent Complaint Unit for an impartial review.

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