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.

Parent guide to raising a concern or complaint

Solving concerns in public education schools and preschools

Woodcroft Heights

25 Investigator Drive
Woodcroft

Phone: 8381 8005

DECD
Southern Adelaide Region: 8207 3700
Within 24 working days of your case being referred to the Department of Education or Health Care, you will receive a decision on your complaint. If you are unhappy with this decision, you can appeal to the Commissioner of Education or Health Care. If the Commissioner decides that there is more evidence needed, they will ask for additional information. If you are still unhappy with the decision, you can appeal to the Secretary of State. If you are still unhappy with the decision, you can appeal to the Secretary of State again.

The school or district must undertake the following:
- Keep the record of the complaint and the outcome.
- Communicate the outcome to the complainant and the school.
- Review the policy and procedures for handling complaints.

If you are unhappy with the outcome of the complaint, you can appeal to the Secretary of State. If you are still unhappy with the outcome, you can appeal to the Secretary of State again.

**Concerns or complaints**

1. **Stage 1 - Talk to the School:**
   - The school or district must undertake the following:
     - Keep the record of the complaint and the outcome.
     - Communicate the outcome to the complainant and the school.
     - Review the policy and procedures for handling complaints.

2. **Stage 2 - Contact your Regional Office:**
   - The school or district must undertake the following:
     - Keep the record of the complaint and the outcome.
     - Communicate the outcome to the complainant and the school.
     - Review the policy and procedures for handling complaints.

3. **Stage 3 - Present a Complaint:**
   - The school or district must undertake the following:
     - Keep the record of the complaint and the outcome.
     - Communicate the outcome to the complainant and the school.
     - Review the policy and procedures for handling complaints.

4. **Stage 4 - Appeal to the Commissioner:**
   - The school or district must undertake the following:
     - Keep the record of the complaint and the outcome.
     - Communicate the outcome to the complainant and the school.
     - Review the policy and procedures for handling complaints.

5. **Stage 5 - Appeal to the Secretary of State:**
   - The school or district must undertake the following:
     - Keep the record of the complaint and the outcome.
     - Communicate the outcome to the complainant and the school.
     - Review the policy and procedures for handling complaints.

If you have a complaint and need help understanding the requirements or with the process, please contact your Regional Office.