



Parent Complaint Policy

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 primary 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's important to learn from mistakes or misunderstanding so that we can improve your child's experience and learning, and also improve processes where possible.

Step 1: Talk to staff at the school first

The teacher or staff member involved should always be your first point of contact. Make a time to talk to them to discuss your concerns, either in person or over the phone. You may want to put your concerns in a letter or email.

If your concern is about a staff member, then you may wish to contact the Principal. The Principal will work with you and the staff member to resolve the issue.

Most complaints are resolved quickly, often within days. The Principal will aim to resolve your complaint within four weeks, although complex and contentious matters may take longer. If this is the case we will advise you.

Please ask at the front office for a copy of our *Parent Guide to Raising a Complaint* brochure. Steps guiding how complaints should be made are explained in the brochure.

Step 2: Central resolution

If you are not satisfied that your complaint has been resolved at the local level, you may choose to seek support from our complaints resolution services:

Education Complaint Unit

Phone: 1800 677 435

Email: DECD.EducationComplaint@sa.gov.au

Step 3: Other ways to resolve your issue

If we can't resolve your issue through the previous steps, you may choose to seek independent advice and review by an external agency. The external contact point is:

SA Ombudsman

Toll free: 1800 182 150

Phone: 8226 8699

Email: ombudsman@ombudsman.sa.gov.au

Jill Gurner

Principal