



## Parent/Caregiver Complaint Policy

### Parent/caregiver 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 a leadership member.

### About complaints or concerns

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 the school's principal, Ian Dickie, a call at school on 8263 8333 or visit the department's website at [school or preschool complaints](#).

If you are not satisfied, you can contact the Department for Education Customer Feedback Team.  
Phone: 1800 677 435 (free call)

*Ratified: November 2024*



## Making a complaint

### Step 1 – Frontline complaint handling and early resolution

Talk to the school, preschool, area or the person that made the original decision. We encourage a process where the original decision maker is given the opportunity to resolve the concern or complaint wherever possible. In a school setting this might be a Teacher or a Year Level Coordinator. In a corporate office it might be an officer or Team Leader.

If you're still not satisfied that your complaint has been addressed, you can contact that person's line manager. This might be a Principal or Preschool Director in a school setting or a Manager or Director in a corporate office. Ask to make a time to contact them to discuss your concerns. You may want to put your concerns in an email. [Find the school or preschool contact details.](#)

Most complaints are resolved quickly, but some complex matters may take more time. We will advise you if this is the case.

### Step 2 – Central complaint resolution

If you're not satisfied that your complaint has been addressed at the local level, you can get help from our Customer Feedback Unit (CFU).

Contact the CFU:

- [online feedback and complaints form](#)
- [feedback and complaints about a school or preschool](#)
- phone 1800 677 435 (toll free)

We can help you in relation to preschool and school complaints by:

- giving advice about the issues behind the complaint
- liaising with schools and preschools to ensure all options for resolution have been explored
- objectively reviewing complaints that have not been resolved at the local level, including through a review.

Refer to [Complaint Management Policy](#) for more information.

We can support you in relation to corporate office complaints by:

- connecting you to the correct person or area to address your complaint
- referring your matter, if unable to be resolved, to the relevant Manager or Executive.

### Step 3 – External complaint resolution

If we haven't been able to resolve your complaint through steps 1 and 2, you may choose to seek independent advice from the [Ombudsman SA](#). The circumstances of your complaint will determine if they can help.

External agency contact:

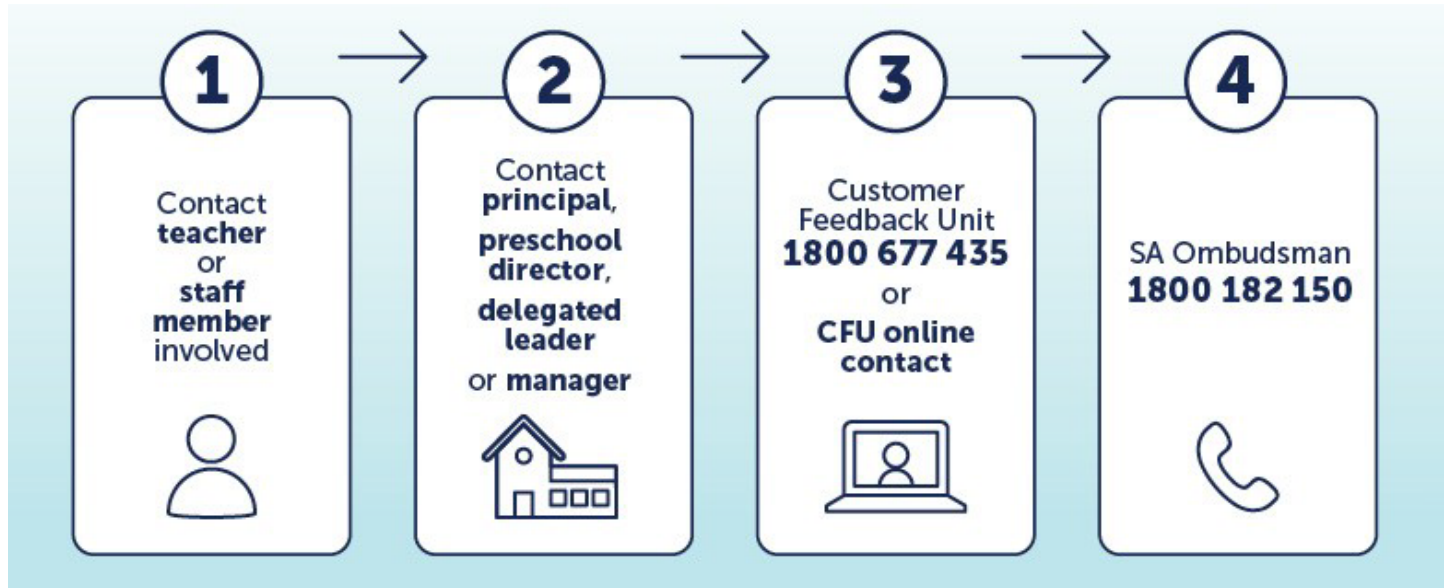
Ombudsman SA (OSA)  
Freecall: 1800 182 150  
Online: [Make a Complaint](#)

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Depending on the nature of the matter, the OSA will usually ask if you have taken your complaint to the school, preschool or the CFU before approaching the Ombudsman.

Overview – Steps for raising your complaint



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