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 core 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.
Within this section, you will find detailed instructions on how to proceed if you have a complaint about a course. The department is committed to ensuring that all students receive a fair and equitable education. If you believe that your rights have been violated, please follow these steps:

Stage 1 - Contact the School
- If you have a complaint about a course, you should contact the relevant school office or department.
- If you have been denied access to a course, you should contact the school office.

Stage 2 - Contact Your Regional Office
- If you have been refused admission to a course, you should contact your regional office.
- If you have been denied access to a course, you should contact your regional office.

Stage 3 - Parent or Complainant
- If you have a complaint about a course, you should contact your parent or complainant.
- If you have been denied access to a course, you should contact your parent or complainant.

About concerns of complainants

If you have concerns about a course, you should contact the relevant school office or department. If your concern is not addressed, you may wish to speak to a member of the department to discuss your concerns. If your concern is not addressed, you may wish to speak to a member of the department to discuss your concerns.

Education and quality care are vital.
Within 5 days of the school year, you may file a complaint.

You can file a complaint if you believe that your child's school is not providing a safe and secure environment. If you feel that your child's school is not meeting the standards set by the state or the district, you may file a complaint. If you are not satisfied with the school's response, you may appeal to the next level.

Important review:

If you have a reason to believe that your child's school is not providing a safe and secure environment, you may file a complaint. If you are not satisfied with the school's response, you may appeal to the next level.

Advice and support:

To file a complaint, you must provide the name of your school and the specific issue that you believe is not being handled appropriately. If you are not satisfied with the school's response, you may appeal to the next level.

Stage 3 - Parent/Teacher Conference:

At your request, the school will schedule a conference with your child's teacher and counselor to discuss the issue. If you are not satisfied with the school's response, you may appeal to the next level.

Stage 2 - Contact Your Regional Office:

If you are not satisfied with the school's response, you may contact your regional office. If you are not satisfied with the region's response, you may appeal to the next level.

Stage 1 - Talk to the School:

If you are not satisfied with the school's response, you may contact the school's administration. If you are not satisfied with the administration's response, you may appeal to the next level.

About concerns of complaints:

When you file a complaint, it will be reviewed by the district's compliance officer and the school's principal. If the complaint is upheld, the school will be subject to further investigation and possible corrective action. If the complaint is not upheld, the school will be subject to further investigation and possible corrective action. If the complaint is not upheld, the school will be subject to further investigation and possible corrective action.