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

The school of Education and Child Development is responsible for handling complaints about the school’s policies, procedures, or practices. If you have concerns about your child’s education, you should first contact the school principal or the director of the school. The school will acknowledge your complaint in writing and will provide you with a copy of the school’s complaint procedure. The school will then investigate your complaint and provide you with a written response within 20 working days.

Stage 2 – Contact your regional office

If you are not satisfied with the outcome of the school’s investigation, you can contact the regional office of the Education and Child Development Department. The regional office will acknowledge your complaint in writing and will provide you with a copy of the regional office’s complaint procedure. The regional office will then investigate your complaint and provide you with a written response within 20 working days.

Stage 3 – Parent Complaint Unit

The Parent Complaint Unit is a separate unit within the Education and Child Development Department. If you are not satisfied with the outcome of the regional office’s investigation, you can contact the Parent Complaint Unit. The Parent Complaint Unit will acknowledge your complaint in writing and will provide you with a copy of the Parent Complaint Unit’s complaint procedure. The Parent Complaint Unit will then investigate your complaint and provide you with a written response within 20 working days.

Advice and support

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

Impartial review

If your complaint is not resolved at the school or regional level, you can contact the Independent School Commission. The Independent School Commission is an independent body that investigates complaints about schools. The Independent School Commission will acknowledge your complaint in writing and will provide you with a copy of the Independent School Commission’s complaint procedure. The Independent School Commission will then investigate your complaint and provide you with a written response within 20 working days.

About concerns of complaints

A complaint is made by a parent or carer about an aspect of the school’s services or procedures. The complaint must be in writing and must state the concerns in clear and concise terms. The complaint must be submitted within 20 working days of the incident or event.

Education and quality care are vital for your child’s success

We are committed to delivering high-quality education and care. Working with you, we strive to ensure that your child has the best possible learning and developmental experiences. We believe that education is the foundation for success in life. We are dedicated to providing your child with the best possible education and care.

If you have any concerns about your child’s education or care, please do not hesitate to contact us. We are here to support you and your child and to ensure that your child receives the best possible education and care.