

Parent Complaint Policy

Parent guide to raising a concern of 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 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 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 concern or complaint is to talk to the staff member concerned, and then the relevant Year Level Manager, Head of Campus or the Deputy Principal, Karen Fitzpatrick if you are still not happy. If your concern is still not resolved to your satisfaction please contact the Principal, Sandy Richardson.

You can then contact the Education Complaint Unit on 1800 677 435 to discuss the concerns if you believe the Principal, Sandy Richardson has not satisfactorily resolved your concern.

About complaints and concerns

This information may be helpful in explaining what a complaint is :

A complaint may be made by a parent if they think that the school has, for example:

- Done something wrong
- Failed to do something that it should have 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

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 would like more information

- call us on 8161 4600
- visit www.decd.sa.gov.au/parentcomplaint
- email DECD.EducationComplaint@sa.gov.au
- freecall 1800 677 435