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.
Within 25 working days of making a decision, you can appeal the decision of your complaint.

If you have a complaint, please contact your regional office for further information on the process of appealing a decision.

The school and college will respond to your complaint within 25 working days.

If you are not satisfied with the outcome of your complaint, you have a right to appeal to the school and college.

What to do if you have a complaint:

Stage 1 - Talk to the school:

If you feel that you have not been treated fairly, you can talk to your school's complaints procedure.

Stage 2 - Contact your regional office:

If you are not satisfied with the outcome of your complaint, you can appeal to your regional office.

If you are not satisfied with the outcome of your appeal, you can contact your local council.

If you are not satisfied with the outcome of your appeal, you can contact the Department for Education and Child Development.

About concerns of complaints:

We are committed to providing quality education and care for all children.

Education and quality care are vital for your child's success.

We are committed to ensuring that all children are provided with the best possible education and care.