

PARENT GUIDE TO RAISING A CONCERN OR COMPLAINT

All parents expect quality teaching and expert care for their child. Learning is a partnership; working together gives us the best chance of solving problems that may arise during your son / daughter's years at school.

We recognise that at times things may go wrong at school. **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 son / daughter's experience and learning, and also improve the processes and procedures we have at the school.

The first step in working through a complaint is to talk to your son / daughter's teacher, and then the principal if you still are not happy.

At the school's front office / reception area we have a copy of the school's ***Parent Guide to Raising a Concern or Complaint*** brochure. Steps guiding how complaints can be made are explained in the brochure.

Use this guide to help you think through what you are concerned about and how to resolve the matter respectfully and effectively.

About complaints or 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 it should have done
- acted unfairly or impolitely.

Your concern or complaint may be about:

- the type, level or quality of service provided by the school
- the behaviour and decisions of staff
- a policy, procedure or practice.

Sometimes a complaint is about something we have to do because of government 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 about how to lodge a complaint or you would like to talk about an issue you have with the school, please don't hesitate to give me a call at the school on 8282 6400 or visit the Education Department's website at www.decd.sa.gov.au/parentcomplaint or email DECD@Educationcomplaint@sa.gov.au. There is also a Free-call number 1800 677 435.