

## How to get help with a concern or complaint

### 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

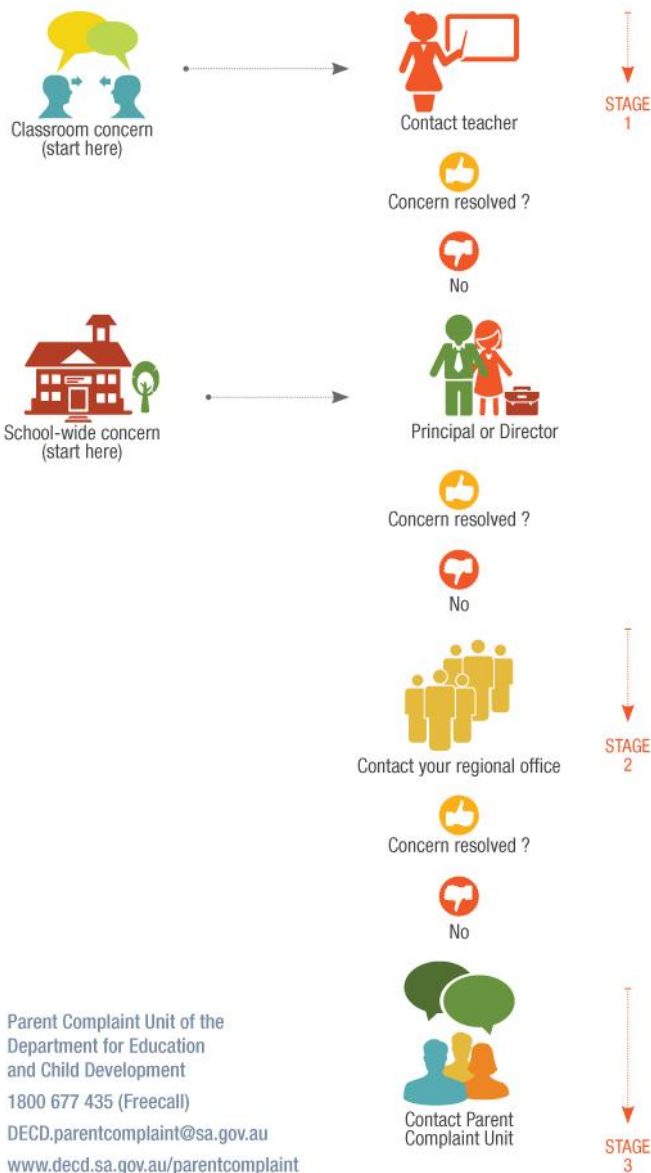
Your complaint may require an independent review by an external agency. This will be determined by the circumstances of the complaint.

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](http://www.ombudsman.sa.gov.au).



Parent Complaint Unit of the  
Department for Education  
and Child Development  
1800 677 435 (Freecall)  
DECD.parentcomplaint@sa.gov.au  
[www.decd.sa.gov.au/parentcomplaint](http://www.decd.sa.gov.au/parentcomplaint)

# Parent guide to raising a concern or complaint

Solving concerns in  
public education  
schools and preschools

### TINYERI CHILDREN'S CENTRE

Ph: 8531 1515

### Murray and Mallee

Ph: 8532 0700



Government of South Australia  
Department for Education and  
Child Development