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 your course beginning, you may ask for a full refund of your course fee. If you are not satisfied with your course, you can contact the course coordinator.

The course will cover the following topics:
- Effective communication
- Leadership skills
- Teamwork and collaboration
- Problem-solving

To ensure successful completion of the course, you must:
- Attend all sessions
- Complete all assignments
- Participate actively in discussions

What to do if you have a complaint:

- Stage 1 - Talk to the school.
  - If you have completed 100% of the course and are unhappy with the outcome, you can contact your course coordinator to discuss the situation.
  - If you feel the issue is not adequately addressed by the school, you can contact the course coordinator to request a review.

- Stage 2 - Contact your regional office.

- Stage 3 - Present a complaint to the course coordinator.
  - You have completed the majority of the course and are unhappy with the outcome. You can contact your course coordinator to request a review.

- Stage 4 - Appeal to the regional office.
  - If you are not satisfied with the outcome of the review, you can appeal to the regional office.

About concerns or complaints:

Your concerns may be raised at any stage of the course, and you should do so promptly.

- A detailed record of the complaint will be kept.
- You will be informed of the outcome of the complaint.

Education and quality care are vital to your success.