



FEEDBACK & COMPLAINTS POLICY



Government of South Australia
Department for Education

We recognise that sometimes things go wrong and you may feel that your expectations are not being met. If you have a complaint or would like to provide feedback, we would like to hear from you. It is important to talk, listen and find solutions in a courteous and respectful manner. We know that when we can work together, things can be better, and we value the opportunity to resolve issues in a fair and timely manner.



BEFORE RAISING A COMPLAINT

- Clearly identify the issues and resolution you wish.
- Provide complete and factual information.
- Cooperate with any requests for information.
- Not include deliberately false or misleading information.
- Treat staff handling the complaint with courtesy and respect.
- Sometimes issues take time to be resolved, please keep working with and communicating with us.



STEP 1: TALK TO YOUR CLASS TEACHER

Contact your child's teacher with any feedback or complaints.

This should occur on the day of concern.

You can do this via SeeSaw or telephone.

85 645 028



STEP 2: TALK TO SCHOOL LEADERSHIP

If your concern remains unresolved following your discussions with the class teacher then you can make an appointment to speak to the Principal.

Please phone the school office.

85 645 028



STEP 3: CUSTOMER FEEDBACK UNIT

If you have followed the previous two steps and continue to be dissatisfied with the response, you can raise your feedback/complaint to the Customer Feedback Unit via phone call or online form at education.sa.gov.au

1800 677 735



STEP 4: OMBUDSMAN SA

To escalate your complaint further if the past three steps have been unsuccessful you can raise a complaint with the Ombudsman SA by phone call.

1800 182 150

Steps 1 & 2

Most concerns can be addressed at **Step 1** with your child's teacher. Please be aware that staff may not be able to talk to you immediately, but will contact you in a timely manner to arrange a suitable time for conversation.

Steps 3 & 4

In the unlikely event that your concerns continue to not be satisfactorily addressed, proceed to **Step 3** and raise your concern with **Department for Education's Customer Feedback Unit**, who will work with you and the School to find a resolution. **Ombudsman SA** exists to work with complaints about SA government departments where concerns remains unresolved.