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.
Regional Office
Ph: 82073700

What to do if you have a complaint

The school will review your complaint as soon as possible. If the school is unable to resolve the issue to your satisfaction, you may choose to take your complaint to the Department of Education and Child Development. If your complaint is not resolved, you may choose to take your complaint to the Department of Education and Child Development.

Stage 1 - Talk to the school

You can talk to your child's teacher, the student's principal, or the school's principal. You can also talk to a school administrator or the school's principal. You can also talk to the school's principal or the school's principal. You can also talk to the school's principal or the school's principal. You can also talk to the school's principal or the school's principal.

Stage 2 - Contact your Regional Office

You can contact your Regional Office at 82073700.

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