



COMPLAINTS POLICY

Ratified June 2023 – Review 2026

Rationale

We recognise that sometimes things go wrong, and you may feel that your expectations are not being met. If you have an unresolved complaint or want to provide feedback, we would like to hear from you. It's important to work together, talk, listen, and find solutions in a courteous and respectful manner, so we can improve our services.

Before making a complaint

Before making a complaint, you should:

- clearly identify issues and the resolution you are after
- provide complete and factual information
- cooperate with any requests for more information
- not include deliberately false or misleading information
- treat staff handling the complaint with courtesy and respect.

Types of concerns and complaints

You may choose to make a complaint if you believe that the school has:

- done something incorrect
- failed to do something they should have done
- acted unfairly or impolitely.

Your complaint or feedback may be about:

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

Complaints and feedback may be about something we have to do because of state or federal law. We will talk to you and help you understand the requirements and why they exist.

Making a complaint

Step 1 – frontline complaint handling and early resolution

Talk to the school or the person that made the original decision. We encourage a process where the original decision maker is given the opportunity to resolve the concern or complaint wherever possible. Address concerns with the staff member who made the decision.

If you're still not satisfied that your complaint has been addressed, you can contact a member of the Leadership team.

Principal	Liz Pelling	Liz.pelling867@schools.sa.edu.au
Deputy Principal	Penny Rowe	Penny.rowe583@schools.sa.edu.au
Assistant Principal	Stew Nancarrow	Stew.nancarrow869@schools.sa.edu.au
Assistant Principal	Jessica Roberts	Jessica.roberts824@schools.sa.edu.au

Ask to make a time to contact them to discuss your concerns. You may want to put your concerns in an email. Most complaints are resolved quickly, but some complex matters may take more time. We will advise you if this is the case.

Step 2 – central complaint resolution

If you're not satisfied that your complaint has been addressed at the local level, you can get help from our Customer Feedback Unit (CFU).

Contact the CFU:

- [online feedback or complaints form](#)
- [feedback and complaints about a school or preschool](#)
- phone 1800 677 435 (free call).

We can help you in relation to preschool and school complaints by:

- giving advice about the issues behind the complaint.
- liaising with schools and preschools to ensure all options for resolution have been explored
- objectively reviewing complaints that have not been resolved at the local level, including through a review.

Step 3 – external complaint resolution If we haven't been able to resolve your complaint through steps 1 and 2, you may choose to seek independent advice from the Ombudsman SA. The circumstances of your complaint will determine if they can help.

External agency contact: Ombudsman SA (OSA) Free call: 1800 182 150

Email: ombudsman@ombudsman.sa.gov.au

Depending on the nature of the matter, the OSA will usually ask if you have taken your complaint to the school or the CFU before approaching the Ombudsman.

Overview - steps for raising your complaint.

