

Making a complaint

Step 1 – frontline complaint handling and early resolution

Talk to the school, preschool, area 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. In a school setting this might be a teacher or a year level coordinator. In a corporate office it might be an officer or team leader.

If you're still not satisfied that your complaint has been addressed, you can contact that person's line manager. This might be a principal or preschool director in a school setting or a manager or director in a corporate office. 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: phone 1800 677 435 (toll free).

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.

Refer to [internal and external reviews for complaints](#) for more information.

We can support you in relation to corporate office complaints by:

connecting you to the correct person or area to address your complaint

referring your matter if unable to be resolved, to the relevant manager or executive.

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, preschool or the CFU before approaching the Ombudsman.

Overview - steps for raising your complaint

