### Raising a complaint with DECD

We recognise that sometimes things go wrong and you may feel that your expectations are not being met. If you have an unresolved issue or a complaint, please raise it. It is important to work together, talk, listen and find solutions so we can improve our services to the community.

The following information will walk you through the steps you can take when you have a complaint or concern.

## Types of concerns and complaints

You may choose to make a complaint if you believe that a government public education or early childhood service has:

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

Your concern or complaint may be about:

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

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

#### Find out more

www.sa.gov.au/topics/education-and-learning/general-information/feedback-and-complaints/schools-and-preschools

Your local contact point



Department for Education and Child Development

## Raising a complaint with DECD

Working together to resolve complaints in DECD schools and early childhood services

# Steps to take if you have a complaint...

### or other early childhood service first Step 1: Talk to the school, preschool

or over the phone. You may want to put your concerns in a letter or email to them to discuss your concerns, either in person be your first point of contact. Make a time to talk teacher or staff member involved should always local level wherever possible. The care worker, We try to resolve concerns or complaints at the

and get back to you. They will work with you and the in schools. The leader will look into your concerns director in early childhood services, or the principal If your concern is about the staff member, then you staff member to resolve the issue may wish to contact the site leader. This will be the

complaint within four weeks, although complex and contentious matters may take longer. If this is the days. The local site leader will aim to resolve your case we will advise you. Most complaints are resolved quickly, often within

### Step 2: Central resolution

support from our complaints resolution services: resolved at the local level, you may choose to seek If you are not satisfied that your complaint has been

#### early childhood services Complaints about education and

Phone: 1800 677 435 **Education Complaint Unit** 

Email: DECD.EducationComplaint@sa.gov.au

We can help you by:

- providing advice and support about the issues behind the complaint
- advocating with local sites to ensure all options tor resolution have been explored
- objectively reviewing complaints that have not through a formal review. been resolved at the local level, including

## Step 3: Other ways to resolve your issue

whether this option is available. circumstances of your complaint will influence advice and review by an external agency. The steps, you may choose to seek independent If we can't resolve your issue through the previous

### External agency contact point:

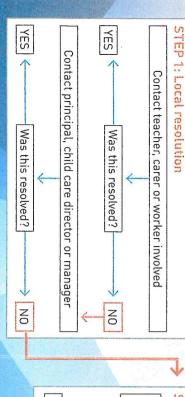
SA Ombudsman

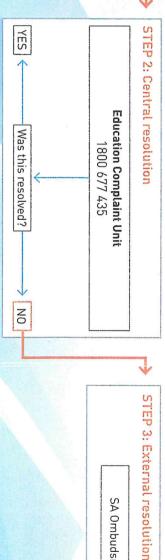
Toll free: 1800 182 150

Phone: 8226 8699

www.ombudsman.sa.gov.au Email: ombudsman@ombudsman.sa.gov.au

# Steps for raising your concern or complaint





SA Ombudsman