

We recognise that sometimes things may go wrong, and you may feel your expectations are not being met. If you have an unresolved issue or a complaint, please raise it. It is important to work together in a respectful way to find solutions.

We try to resolve concerns or complaints at the local level. In the first instance it should be raised with your child's teacher or carer. Make a time to talk to them either in person or over the phone. You may want to put your concerns in a letter or email to dl.0225.info@schools.sa.edu.au .

If the outcome is not satisfactory or if your concern is about a staff member you may want to discuss your concern or complaint with school leadership PH: (08) 8391 1194

Staff will work with you to resolve the issue quickly, although complex matters may need more time.

If the issue can't be resolved at a local level. you may want to seek support from the Department for Education **Customer Feedback Unit on 1800 677 435**



The link to the Department of Education Complaints Management Procedure is on our website