**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 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.

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**Parent guide to raising a concern or complaint**

Solving concerns in public education schools and preschools

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**Lynne Noll - Principal**
Palmer Primary School
PH: 85695040

**Brian Featherston**
Berri DECD Regional Office
PH: 85952323
Within 5 days of the notice of consequences, you may request an appeal of your decision.

The school will send you a notice when your complaint has been reviewed.

The review will be conducted by an independent third party who is not employed by the school.

You may request an appeal of the decision in writing to the Office of the Superintendent of Public Instruction.

The appeal will be heard by a panel of three individuals who are not employed by the school.

If you are dissatisfied with the outcome of the appeal, you may file a complaint with the local or state education agency.

Stage 1 - Take the School

If you feel that the school is not providing a safe and effective learning environment for your child, you can contact your school district office.

Stage 2 - Contact Your Regional Office

If you feel that the school district is not addressing your concerns, you can contact the Regional Office of Education or your state education agency.

Stage 3 - Parent Complainant

If you feel that the school district is not addressing your concerns, you can contact the Office of the Superintendent of Public Instruction.

If you feel that the school district is not addressing your concerns, you can contact the state education agency.

What to do if you have a complaint

Education and quality care are vital for your child's success.