Gumeracha Primary School

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Government of South Australia

Department for Education

Parent Complaint Policy

Parent guide to raising a concern or complaint

We all expect quality and expert care and teaching for your child in order that they achieve their potential. Working together will give us the best chance of solving a problem that may arise during your child's years in primary school.

We also recognise that at times things may go wrong. If you have a concern or a complaint, we want you to let us know. It's important to learn from mistakes or misunderstandings so that we can improve your child's experience and learning, and also improve processes where possible.

The first step in working through a complaint is to talk to your child's teacher and then myself. If you are still not satisfied, you can contact the Regional Office (Para Hills).

In the unlikely event that the matter has not been addressed to your satisfaction, you can contact the Education Complaint Unit www.sa.gov.au (choose Education and learning, then general information) or email education.educationcomplaint@sa.gov.au.

You are also able to contact the Education Complaint Unit at any time to talk through your concerns on the free call number 1800 677 435.

About complaints or concerns

This information may be helpful in explaining what a complaint is:

A complaint may be made by a parent if they think that the school has, for example:
- done something wrong
- failed to do something it 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.

Sometimes a complaint is about something we have to do because of state or federal law. In such cases we are able to talk to you about the matter and help you understand the requirements and why they exist.

If you'd like more information give me a call.