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 a 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.

How to get help with a concern or complaint

Parent guide to raising a concern or complaint

Solving concerns in public education schools and preschools

Hamley Bridge Primary School
Principal: Margaret Streatfield
Phone: 85282076

Regional Office – Clare – Phone: 88412000
Stage 2 – Contact your regional office

If you are not satisfied that your complaint has been resolved by the school, you may choose to contact the regional office of the Department for Education and Child Development. You can contact the regional office's hotline on 1800 677 435 at any time for discussion or advice.

Keep in mind that you have a complaint about public education and the outcome of your complaint, and that we will always do our best to ensure that your complaint is handled fairly and speedily.

Advice and support

The regional office will aim to resolve your complaint or concern within 20 working days. The regional office will contact the school and ask about their concern or complaint that has not been resolved at the school level.

Stage 3 – Parent Complaint Unit

This unit provides advice and support to parents about their concerns or complaints. If you can contact the unit's hotline on 1800 677 435 at any time for discussion or advice about talking school problems.

Advice and support

The Parent Complaint Unit will follow up with you at a later stage to check on progress.

Impartial review

The Department's Head of Schools will review your complaint and the complaint's handling. The Department's Chief Executive will review the complaint, and if you are not satisfied with the outcome of your complaint, you can contact the Department's Chief Executive at any time for discussion or advice about talking school problems.

The legal process

If the complaint has not been able to be resolved by the school and the regional office, the Department will review the complaint and the complaint's handling. If you are not satisfied with the outcome, you can contact the Department's Chief Executive at any time for discussion or advice about talking school problems.

The legal process

The school's principal will review the complaint and the complaint's handling. If you are not satisfied with the outcome, you can contact the school's principal at any time for discussion or advice about talking school problems.

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

We are committed to providing high-quality education and care for your child. We work together to ensure that your child is provided with the best possible education and care. We encourage you to raise any concerns or complaints about our services, and to work together to resolve any issues that arise.

Advice and support

Use this guide to help you think about what you are concerned about and how to resolve the matter respectfully and effectively.

About concerns or complaints

A concern or complaint may be made by a parent if they believe that the school has not satisfactorily resolved the matter. A concern or complaint may be made by a parent if they believe that the school has not satisfactorily resolved the matter.

Your concern or complaint may be about:

- the type, level of quality of services
- the behaviour and actions of staff
- a policy, procedure or practice
- the handling of a concern or complaint
- the response of the school
- the response of the regional office
- the response of the Department
- the response of the Department's Head of Schools
- the response of the Department's Chief Executive