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 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.
What to do if you have a complaint

Stage 1 – Talk to the school

If you have a complaint about your education and care at the school, please talk to the school first. If you are not satisfied with the school’s response, you can then contact the Regional Office of the Ministry of Education. If you are still not satisfied, you can contact the Ministry of Education directly.

Stage 2 – Contact your Regional Office

You can contact the Regional Office of the Ministry of Education by phone or email. If you have any questions or concerns, please feel free to contact us.

Stage 3 – Parent Commitment

As a parent, it is important to support your child’s education and care. This includes being involved in their learning, communicating with teachers, and being aware of any potential issues. If you have any concerns or questions, please do not hesitate to contact the school or the Regional Office.

About complaints of complaints

We are committed to providing a safe and supportive learning environment for all students. If you have any concerns or complaints, please let us know so we can address them promptly and effectively.

Education and quality care are vital.