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 core 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 .

Parent guide
to raising a concern or complaint

Solving concerns in public education schools and preschools

Keyneton Primary School
Principal: Catherine Hull
Phone 8564 8258

Barossa Valley Partnership
Education Director: Kathryn Bruggemann
Phone 8522 0900
What to do if you have a complaint...

The school of education at West Virginia University is committed to providing an environment that is conducive to learning and growth for all students. If you have a complaint, you may file a complaint with the office of the Dean of Student Services or with the appropriate office at the university.

Stage 1 - Talk to the school.

If you have a complaint about a particular teacher or faculty member, you may discuss the matter with the teacher or faculty member. If you are not satisfied with the resolution, you may appeal your complaint to the chair of your department.

Stage 2 - Contact your regional office.

If you are not satisfied with the resolution at the regional level, you may file a complaint with the regional office of the Department of Education. If you are not satisfied with the resolution, you may appeal your complaint to the director of the Department of Education.

Stage 3 - Parent Complaint Unit.

If you are not satisfied with the resolution at the regional level, you may file a complaint with the Office of Parent Complaints. If you are not satisfied with the resolution, you may appeal your complaint to the director of the Office of Parent Complaints.

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