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.

Parent guide to raising a concern or complaint

Solving concerns in public education schools and preschools

HAMPSTEAD PRIMARY SCHOOL

Muller Road, Greenacres.

Northern Adelaide Region

82612248
Phase 3 - Parent/Complaint Unit

The school will take complaints seriously and will investigate them thoroughly. If you have a complaint, you can contact us at [contact details].

Stage 2 - Contact your Regional Office

If you have any concerns or complaints, you can contact your Regional Office.

Stage 1 - Talk to the School

If you have any concerns or complaints, you can talk to the school first. If you are not satisfied with the school's response, you can contact your Regional Office.

What to do if you have a complaint

- Contact your Regional Office
- Talk to the School
- Contact the CESAC
- Contact the Ombudsman
- Appeal to the Court

About concerns or complaints

We encourage you to bring any concerns or complaints to our attention as soon as possible. If you are not satisfied with our response, you can appeal to the Ombudsman or appeal to the Court.