



## Parent Guide to Raising a Concern or Complaint

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Approved by Governing Council	17/11/2023
Date of next review	17/11/2028
Applies to:	
Miltaburra Area School	<input checked="" type="checkbox"/>
Miltaburra School Based Preschool	<input checked="" type="checkbox"/>

*At Miltaburra School and School Based Preschool we believe parents are partners in the education of children. We expect quality and expert care and teaching for your child in order for them to achieve their potential. Regular two-way communication between parents/carers and the school and preschool is essential in helping children achieve their potential.*

*Miltaburra Area School and School Based Preschool is committed to ensuring that anyone with parental responsibilities for a young person can raise a concern or complaint, with confidence that it will be heard and responded to in an appropriate and timely fashion.*

*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.*

### Types of Concerns and Complaints

A complaint may be made by a parent or carer if you believe that a government public education or early childhood service has:

- Done something wrong
- Failed to do something they should have done
- Acted unfairly or impolitely

Your concern or complaint may be about:

- The type, level or quality of service
- 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.*



**Steps in working through a complaint or concern**

Step 1: Talk to the school, preschool or other early childhood service first. We try to resolve concerns or complaints at the local level wherever possible. The care worker, teacher or staff member involved should always be your first point of contact. Make a time to talk to them to discuss your concerns, either in person or over the phone. You may want to put your concerns in a letter or email. If your concern is about a staff member, then you may wish to contact the site leader. This will be the principal. The leader will look into your concerns and get back to you. They will work with you and the staff member to resolve the issue. Most complaints are resolved quickly, often within days. The local site leader will aim to resolve your complaint within four weeks, although complex and contentious matters may take longer. If this is the case we will advise you.

Step 2: In the event that you are still not satisfied that your complaint has been resolved at the local level, you may choose to seek support from our complaints resolution services.

Education Complaint Unit Phone: 1800 677 435 Email: DECD.EducationComplaint@sa.gov.au

They can help you by:

- providing advice and support about the issues behind the complaint
- advocating with local sites to ensure all options for resolution have been explored
- objectively reviewing complaints that have not been resolved at the local level.

Please read the attached *Parent Guide to Raising a Concern or Complaint* brochure. Steps guiding how complaints should be made are explained in the brochure. Use this guide to help you think through what you are concerned about and how to resolve the matter respectfully and effectively

**You are also able to contact the DECD Complaint Unit at any time to talk through your concerns.**

