Additional information:
DECD Parent concerns and complaints policy
Web address
DECD parent concerns and complaints procedure
Web address
Parent Guide to DECD feedback and complaints
Web address
All DECS Policies / procedures webpage
Step 1: Talk to the school
If your concern or complaint relates to an issue concerning your child’s teacher, you should talk to the teacher as soon as possible. Contact the school and organise a mutually convenient time to meet or have a telephone conversation.

If the matter is not resolved, is school wide or you wish to have a person act as a mediator, you may want to meet and raise the issue with the director or principal.

Step 2: Contact your local DECS regional office
If you don’t feel the issue has been addressed by the school, contact the regional director at your local DECS regional office. The phone number can be found on the front page of this brochure or obtained from your school.

Regional office staff will:
- refer, if appropriate, any complaint that has not been raised at the school level to the school
- determine the appropriate person to handle the complaint
- acknowledge receipt of the complaint in writing
- make an assessment of the complaint and if required, a negotiated /mediated solution or undertake a formal review following DECS guidelines
- if no solution or agreement can be made a decision in relation to the complaint will be made according to the weight of the evidence and on the balance of probabilities.

Step 3: Contact the Parent Complaint Unit
If your complaint remains unresolved after working together with the school and regional director, you should submit, in writing, your complaint to:

Manager, Parent Complaint Unit
Level 6
31 Flinders Street
ADELAIDE SA 5000

Add email DECDparentcomplaint@sa.gov.au

You should include information about the complaint including why it remains unresolved and an outline of what actions could be feasibly taken to resolve the complaint.

The Parent Complaint Unit, on behalf of the Chief Executive, will:
- acknowledge receipt of the complaint
- assess and make a recommendation to the Head of Schools that:
  ◇ a review is not warranted and that the complainant is to be advised that no further action is considered necessary and that the complaint is now concluded; or
  ◇ a review is necessary; or
  ◇ the complaint should be referred to an external agency for investigation or review.

The Head of Schools will review the advice and decide that the complaint (in full or in part):
- can be resolved (all parties agree on an appropriate response)
- should be dismissed (complaint is either unsubstantiated, vexatious, outside of reasonable expectations in relation to confidentiality, cooperation, courtesy and respect or is orientated towards conflict)
- remains unresolved and that an independent review by an external agency is required.

DECS is committed to a complaints procedure that ensures anyone with parental responsibilities for a child can raise a concern or complaint, with confidence that it will be heard and responded to within an appropriate and timely fashion.

Interpreters and Aboriginal Education Coordinators are available to assist parents in communicating with their school. Please contact your school or regional office for assistance.