Steps to take if you have a complaint...

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 the staff member, then you may wish to contact the site leader. This will be the director in early childhood services, or the principal in schools. 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: Central resolution

If you are not satisfied that your complaint has been resolved at the local level, you may choose to seek support from our complaints resolution services:

**Complaints about education and early childhood services**
Education Complaint Unit
Phone: 1800 677 435
Email: DECD.EducationComplaint@sa.gov.au

We 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, including through a formal review.

Step 3: Other ways to resolve your issue

If we can’t resolve your issue through the previous steps, you may choose to seek independent advice and review by an external agency. The circumstances of your complaint will influence whether this option is available.

**External agency contact point:**

SA Ombudsman
Toll free: 1800 182 150
Phone: 8226 8699
Email: ombudsman@ombudsman.sa.gov.au
www.ombudsman.sa.gov.au

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Steps for raising your concern or complaint

**STEP 1: Local resolution**

<table>
<thead>
<tr>
<th>Contact teacher, carer or worker involved</th>
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YES → Was this resolved? → NO

YES → Contact principal, child care director or manager

YES → Was this resolved? → NO

**STEP 2: Central resolution**

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<tr>
<th>Education Complaint Unit</th>
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<tr>
<td>1800 677 435</td>
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YES → Was this resolved? → NO

**STEP 3: External resolution**

<table>
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<th>SA Ombudsman</th>
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Types of concerns and complaints

When you have a concern or complaint about DECD services, you can take the following steps to help improve our services and those of the education and training sector:

1. Speak to your school or service provider first. They may be able to resolve your issue.
2. Write to us at DECD. Include all relevant details about your concern or complaint.
3. If you are not satisfied with the response, you may make a formal complaint by contacting DECD.

If you have any questions about these options or need further assistance, please contact us.

Your local contact point:

DECD is committed to providing the best possible services to our communities. We welcome feedback from those who use our services and always strive to improve.