



Parent Complaint Procedure

Karcultaby Area School aims to provide a positive and professional learning and work environment for all students and staff. We are striving to develop an active partnership with parents and families and look for feedback to help us continually improve our work.

If you have a concern or complaint about something at our school which could include the following;

- the type, level or quality of services,
- the behaviour and decisions of staff,
- a policy, procedure or practice,

PLEASE FOLLOW THIS PROCESS;

1. Preparation

Clearly identify the issue and how you believe the issue can be resolved.
Write down key points to refer to when you report the problem.

Focus on the facts or details - avoid personal insults, inflammatory statements and threatening and intimidating comments.

It's best to only discuss your complaint with people directly involved in the complaint resolution process. This will help limit damage that can be caused by rumours.

2. Tell the school

Contact the school to arrange a time to **meet with the teacher** or organise a time for a discussion with them on the phone.

They will look into your concerns and get back to you as soon as possible.

If the matter is not resolved, or if the complaint is about a teacher, **contact the principal**.
They will work with you and the relevant staff to resolve the issue.

The timeframe will depend on the concern, but you should **hear back with a week**.

3. If you are not satisfied contact the Education Complaint Unit

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

The complaint unit will:

- assess your complaint,
- work with you to decide what action is needed,
- let you know what has been done and the outcome,
- advise you about the next step if you haven't been satisfied by the outcome.