We all expect quality and expert care and teaching for your child in order that they achieve their potential.

Working together will give us the best chance of solving a problem that may arise during your child’s years at school.

It is only natural that from time to time staff, students and parents will have concerns about what happens at school.

When this happens, we need to know the correct way to satisfactorily have our concerns heard and acted upon.

A complaint may be made by a parent if they think that the school has for example done something wrong, failed to do something it should have or acted unfairly or impolitely.

Your concerns may relate to parent relationships, student and staff performance or school policies.

The diagram on the following page shows what to do if you have a complaint.

For more information visit our web-site (www.mindnorthec.sa.edu.au) we have a link to D.E.C.D.

Parents guide to Raising a Concern or Complaint visit: www.decd.sa.gov.au/parentcomplaint or email DECD.parentcomplaint@sa.gov.au

There is also a Freecall number 1800677435
PARENTS CONCERN ABOUT SCHOOL POLICY

At a mutually convenient time, meet with the Principal to discuss your concern. You may wish to take an advocate with you.

Resolved / OK

At a mutually convenient time, discuss the concern with a Governing Council member and ask for it to be placed on the agenda for the next Council Meeting.

Resolved / OK

Contact the Yorke & Mid North Regional Office Ph 86 320600 to make a time to discuss the concern with a Departmental Officer.

Resolved / OK

Contact Parent Complaint Unit.
Hotline (1800 677 435)

This unit has a dual function:
To provide advice and support to parents about their concern or complaint.
To objectively review complaints that have not been resolved at the school or regional level.

PARENT CONCERN ABOUT PRINCIPAL PERFORMANCE

At a mutually convenient time, meet with the Principal and discuss the concern. You may wish to take an advocate with you.

Resolved / OK

Contact the Yorke & Mid North Regional Office PH 86 320600 to make a time to discuss the concern with a Departmental Officer.

Resolved / OK

Contact Parent Complaint Unit.
Hotline (1800 677 435)

This unit has a dual function:
To provide advice and support to parents about their concern or complaint.
To objectively review complaints that have not been resolved at the school or regional level.

PARENT CONCERN ABOUT STAFF PERFORMANCE

At a mutually convenient time, meet with the staff member concerned and discuss your concern. You may wish to take an advocate with you.

Resolved / OK

At a mutually convenient time, meet with the Principal, who will take the matter up as part of their supervision of the staff.

Resolved / OK

Contact the Yorke & Mid North Regional Office PH 86 320600 to make a time to discuss the concern with a departmental officer.

Resolved / OK

Contact Parent Complaint Unit.
Hotline (1800 677 435)

This unit has a dual function:
To provide advice and support to parents about their concern or complaint.
To objectively review complaints that have not been resolved at the school or regional level.