

Raising a Concern or Complaint

We recognise that sometimes things go wrong and you may feel that your expectations are not being met. If you have an unresolved complaint or want to provide feedback, we would like to hear from you. It's important to work together, talk, listen and find solutions in a courteous and respectful manner, so we can improve our services.

STEP 1: Local Complaint Resolution

Contact the site via email with your concern - dl.0214.info@schools.sa.edu.au
A member of staff will be in contact with you to arrange a time to discuss your concerns, either in person or over the phone.
If your concern is about the staff member then you may choose to contact a member of the leadership team to discuss your concerns.

Was this resolved?

YES NO

Contact Shannon Davis (Principal): 8632 1091

Was this resolved?

YES NO

STEP 2: Central Complaint Resolution

If you're not satisfied that your complaint has been addressed at the local level, you can get help from the department Customer Feedback Unit (CFU).

Customer Feedback Unit 1800 677 435
Online Complaint Form <https://schools-sa.my.site.com/CFU/s/>

Was this resolved?

YES NO

STEP 3: External Complaint Resolution

If you have not been able to resolve your complaints through steps 1 and 2, you may choose to receive independent advice from the Ombudsman SA. The circumstances of your complaint will determine if they can help.

South Australia Ombudsman 1800 182 150
ombudsman@ombudsman.sa.gov.au

Tips to Make a Complaint or Feedback

In person

When making a complaint in person, it's important to take time to prepare. Consider the following:

- Make an appointment.
 - Set out important points for what to talk about.
 - Allow time for planning and determine what you would like to know.
 - Be as specific and factual as possible.
 - If it's suitable to bring someone to the meeting (a friend or advocate).
 - Follow up any unresolved concerns after the meeting in writing.
- * If your complaint is complex, submitting it online/in writing may be the best option.***

On the phone

When making a complaint or providing feedback on the phone consider the following:

- Try to remain calm so you can be clear about the issue.
- Be as specific and factual as possible.
- Wait until you are prepared (it might be helpful to develop a list of questions to ask beforehand).
- Consider emailing the questions before making a call so that you can be given a response.

What may happen when I make a complaint or provide feedback?

You may receive:

- An opportunity to express your concern, explain your point of view and clarify misunderstandings.
- An opportunity for staff to clarify their actions and help you to understand the requirements if a decision is related to a law or policy.
- An acknowledgement that the complaint has been received.
- Advice about who will be managing the complaint, likely timeline and possible next steps.
- Reference to relevant policy, procedure or guideline.

What may happen after a complaint is made and followed up?

After the complaint is made and followed up:

- The complaint may be substantiated (upheld, confirmed), partially substantiated, unsubstantiated or the complaint may be resolved.
- There may be a review or change of decision, practice or procedure or further information on a topic may be received.
- There may be acknowledgement that the matter was handled appropriately or could have been handled better.
- There may be a statement confirming the decision, practice, procedure or a statement of regret, if warranted.

Mid North Education Centre

(08) 8632 1091