Mid North Education Centre

Making a difference by engaging and empowering

Raising a Concern or Complaint

Mid North Education Centre welcomes concerns, complaints, compliments and feedback.

We recognise that concerns can arise when expectations have not been met or when someone is dissatisfied with a decision, action, service, policy or practice.

We are committed to listening, responding respectfully and working with students, families and community members to resolve concerns as early and fairly as possible.

Making a complaint will not result in unfair treatment or disadvantage.

Step 1: Raise the Concern with the School

Where possible, concerns should first be raised with the school so they can be resolved promptly and fairly at the local level.

You can contact Mid North Education Centre by:

- **Phone:** (08) 8632 1091
- **Email:** dl.0214.info@schools.sa.edu.au

A member of the leadership team will acknowledge your concern and arrange a suitable time to discuss the matter, either by phone or in person.

The school will work with you to:

- understand the concern
- gather relevant information
- clarify what outcome is being sought
- determine the most appropriate next steps
- involve relevant staff where appropriate to support resolution

If your concern relates to the Principal, you may contact the Department for Education Customer Feedback team directly.

Was your concern resolved?

- **Yes** — no further action is required.
- **No** — you may proceed to Step 2.

Step 2: Contact the Department for Education Customer Feedback Team

If you are not satisfied with the outcome of the school's complaint process, or if your concern relates to the Principal, you may contact the Department for Education Customer Feedback team.

Customer Feedback is the next level of complaint resolution. It can review whether departmental policy and procedure have been followed and help clarify available options for resolution.

Customer Feedback

- **Phone:** 1800 677 435
- **Online Complaint Form:** schools-sa.my.site.com/CFU/s/

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Step 3: Seek an independent External Review

If you remain dissatisfied after completing the Department for Education complaint process, you may contact Ombudsman SA for an independent external review.

Ombudsman SA will decide whether the complaint is within its jurisdiction and whether further investigation is appropriate.

Ombudsman SA

- **Phone:** (08) 7322 7020
- **Toll free (outside metropolitan Adelaide):** 1800 182 150
- **Website:** www.ombudsman.sa.gov.au

Support and Accessibility

Mid North Education Centre is committed to making the complaint process accessible, respectful and supportive.

Students, families and community members may be supported throughout the complaint process by:

- a family member
- a friend
- an advocate
- a support person

Reasonable adjustments and accessible communication will be provided where required. This may include:

- additional processing time
- visual supports
- simplified information
- communication assistance
- interpreter support
- alternative communication methods

If you need support to make a complaint or participate in a meeting, please let the school know so appropriate arrangements can be made.

Tips for Making a Complaint or Providing Feedback

To help the process run smoothly, it may be useful to:

- make an appointment
- write down the main points you want to raise
- be as specific and factual as possible
- think about what outcome you are seeking
- bring a support person or advocate if that would help
- follow up unresolved matters in writing if needed

If your complaint is complex, it may be helpful to submit it in writing or through the online form.

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What You Can Expect

When you raise a concern or complaint, you can expect:

- an opportunity to explain your concern and point of view
- respectful communication
- acknowledgement that the complaint has been received
- information about who is managing the complaint
- information about likely next steps and timeframes
- reference to relevant policy, procedure or guidelines where appropriate
- advice about further review options if the matter is not resolved

Possible Outcomes

After a complaint is considered, outcomes may include:

- the complaint is upheld
- the complaint is partially upheld
- the complaint is not substantiated
- the matter is resolved through discussion or agreed actions
- a decision, practice or procedure is reviewed or changed
- further information or clarification is provided
- acknowledgement that the matter could have been handled better
- confirmation that the original decision or action was appropriate
- a statement of regret, where warranted

Related information

- Department for Education Complaint Management Policy
- Department for Education Complaint Management Procedure
- Department for Education Raising a complaint with the department
- Mid North Education Centre Parent Communication Procedure