



Morgan Primary School – Parent Letter

Parent Complaint Policy / Procedures

Parent guide to raising a concern or complaint

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 in preschool and school.

We also recognise that at times things may go wrong. If you have a concern or a complaint, we want you to let us know. It's important to learn from mistakes or misunderstandings so that we can improve your child's experience and learning, and also improve processes where possible.

The first step in working through a complaint is to talk to your child's teacher, and then the director or principal if you still are not happy.

Ask at the front office for a copy of the school/preschool's *Parent Guide to Raising a Concern or Complaint* brochure. Steps guiding how complaints should be made are explained in the brochure.

Use this guide to help you think through what you are concerned about and how to resolve the matter respectfully and effectively.

About complaints or concerns

This information may be helpful in explaining what a complaint is:

A **concern** is an issue of importance raised informally to improve or change a situation.

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 done
- acted unfairly or impolitely.
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Your concern or complaint may be about:

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

Sometimes a complaint is about something we have to do because of State or federal law. In such cases we are able to talk to you about the matter and help you understand the requirements and why they exist.

If you'd like more information give me a call or visit the department's website at <https://www.decd.sa.gov.au/doc/consumer-complaints-management-and-resolution-policy> or email DECD.EducationComplaint@sa.gov.au.

There is also a Freecall number 1800 677 435.

Kellie Zadow
Principal