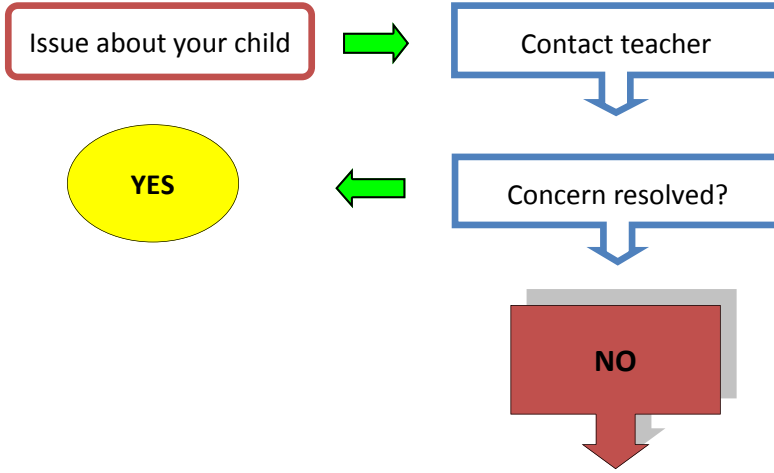
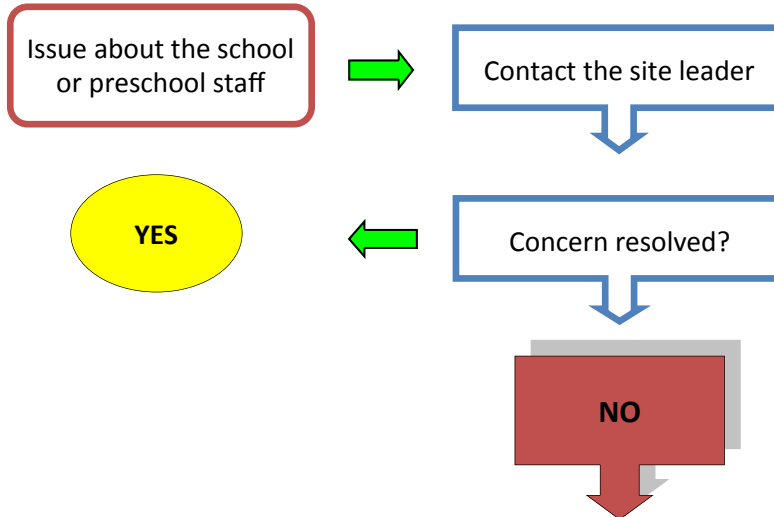


EDUCATION DEPARTMENT PARENT/CARER COMPLAINT FLOW CHART



- Examples of when to contact the teacher:
- Attitude
 - Academic progress
 - Participation
 - Behaviour
 - Physical development and wellbeing
 - Specialised Learning programs
 - Learning environment
 - General Student Behaviour
 - Non attendance



- Examples of when to contact the site leader:
- Complaints about teachers and other staff
 - Concerns that have not been resolved by the teacher
 - Policy or protocols
 - Staff/parent communication

Contact the Education Complaint Unit 1800 677 435 or
decd.educationcomplaint@sa.gov.au

- The Education Complaint Unit will assess the complaint, which may result in the following actions:
- Listen to you and clarify your complain
 - Liaise between the site and you to assist in resolution of your complaint
 - Allow more time for resolution at the school or educational site
 - Support you and the site to communicate about the concerns and to reach an agreement where possible (either face to face or by negotiation over the phone)
 - Recommend an internal review of the decision

Contact the Education Director if there is no resolution concerning

