



Feedback & Complaints Policy

2020.1

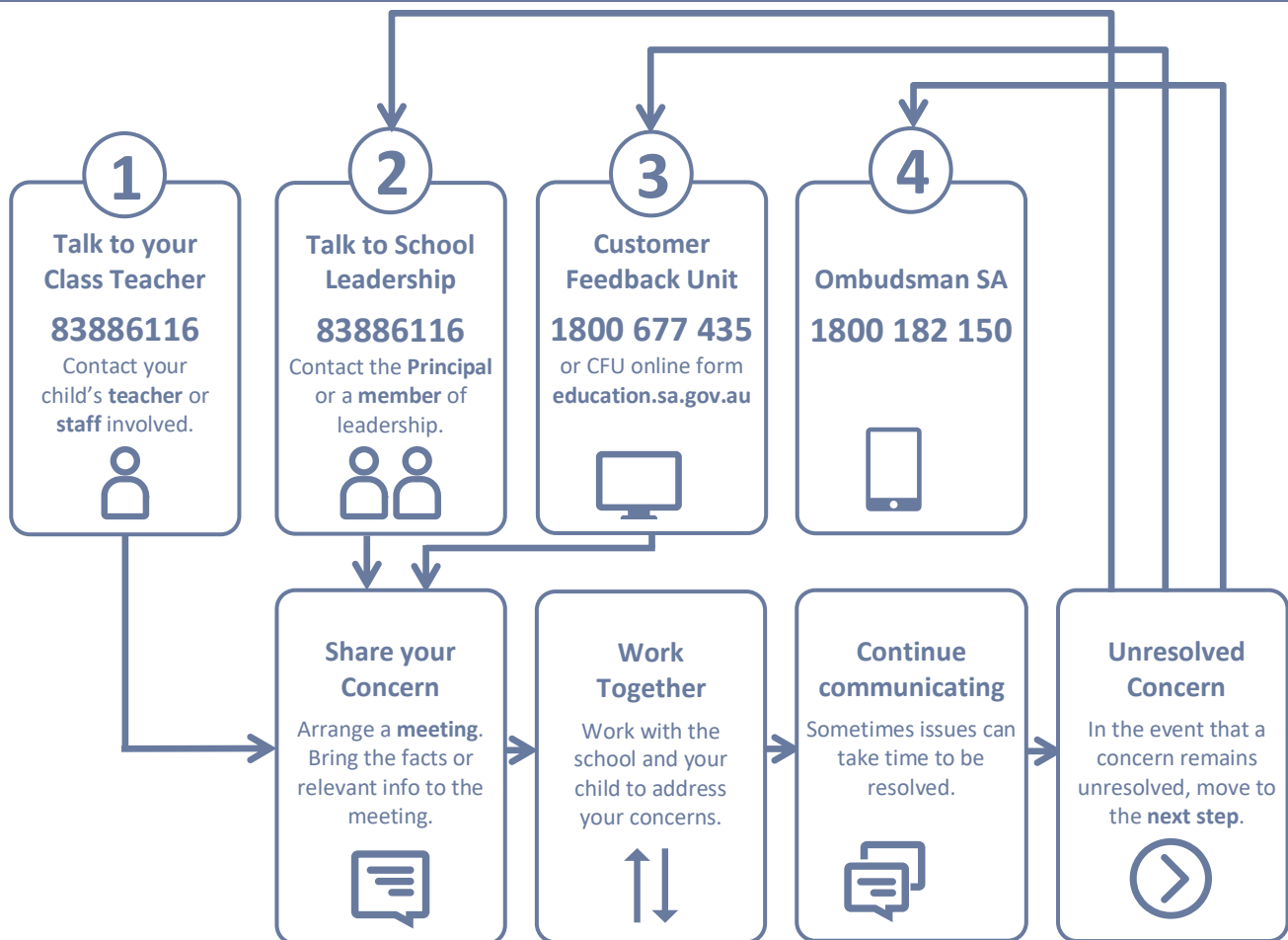
Our Intent

We recognise that sometimes things go wrong and you may feel that your expectations are not being met. If you have a complaint or would like to provide feedback, we would like to hear from you. It's important to talk, listen and find solutions in a courteous and respectful manner. We know that when we can work together, things can be better, and we value the opportunity to resolve issues in a fair and timely manner.

Before making a complaint you should:

- Clearly identify issues and the resolution you are after
- Provide complete and factual information
- Cooperate with any requests for more information
- Not include deliberately false or misleading information
- Treat staff handling the complaint with courtesy and respect.

Complaint Process



Steps 1-2 Most concerns can be addressed at **Step 1** with your child's teacher. Please be aware that staff may not be able to talk to you immediately, but will contact you in a timely manner to arrange a suitable time for a conversation.

Steps 3-4 In the unlikely event that your concerns continue to not be satisfactorily addressed, proceed to **Step 3** and raise your concern with the **Department for Education's Customer Feedback Unit**, who will work with you and the School to work towards a resolution. **Ombudsman SA** exists to work with complaints about SA Government Departments where concern remains unresolved.

| | | | | | | | |
|-------------------------|----------|----------------|--------|-----------------|--|--------------------|----------|
| Publication Date | 2020 Aug | Version | 2020.1 | Revision | | Review Date | 2021 Aug |
|-------------------------|----------|----------------|--------|-----------------|--|--------------------|----------|

