Raising a complaint with DECD

We recognise that sometimes things go wrong and you may feel that your expectations are not being met. If you have an unresolved issue or a complaint, please raise it. It is important to work together, talk, listen and find solutions so we can improve our services to the community.

The following information will walk you through the steps you can take when you have a complaint or concern.

Types of concerns and complaints

You may choose to make a complaint if you believe that a government public education or early childhood service has:

- done something wrong
- failed to do something they should have done
- acted unfairly or impolitely.

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.

Complaints may be about something we have to do because of state or federal law. In such cases we will talk to you and help you understand the requirements and why they exist.

Find out more


At Colonel Light Gardens Primary School.

Contact the teacher concerned via phone, email, diary note or when the rooms open to arrange an appropriate time to speak or communicate about the grievance. When you meet or email, outline what you consider to be the issue and allow time for the matter to be addressed.

If the grievance is not addressed to your satisfaction, please contact the front office to arrange a time to meet a member of the school’s leadership team responsible for the class or specialist area.

Jodie Cunningham - Assistant Principal
Rooms 01, 02, 03, 04, 13, 14, 15

Ashley Blight - Assistant Principal
Rooms 1, 2, 3, 4, 8, 9

Wayne Hunt - Deputy Principal
Rooms 22, 23, 24, 17, 18, 19 plus Music Special Education and English as an Additional Language or Dialect (EALD)

Rick Bennallack - Principal
Rooms 11, 12, 16, 20, 21 plus PE, Art, Japanese and all support staff and school policy questions or concerns.

If required, follow up meetings can be arranged with the Principal.
**Steps to take if you have a complaint...**

**Step 1: Talk to the school, preschool or other early childhood service first**

We try to resolve concerns or complaints at the local level wherever possible. The care worker, teacher or staff member involved should always be your first point of contact. Make a time to talk to them to discuss your concerns, either in person or over the phone. You may want to put your concerns in a letter or email.

If your concern is about the staff member, then you may wish to contact the site leader. This will be the director in early childhood services, or the principal in schools. The leader will look into your concerns and get back to you. They will work with you and the staff member to resolve the issue.

Most complaints are resolved quickly, often within days. The local site leader will aim to resolve your complaint within four weeks, although complex and contentious matters may take longer. If this is the case we will advise you.

**Step 2: Central resolution**

If you are not satisfied that your complaint has been resolved at the local level, you may choose to seek support from our complaints resolution services:

**Complaints about education and early childhood services**

Education Complaint Unit
Phone: 1800 677 435
Email: DECD.EducationComplaint@sa.gov.au

We can help you by:

- providing advice and support about the issues behind the complaint
- advocating with local sites to ensure all options for resolution have been explored
- objectively reviewing complaints that have not been resolved at the local level, including through a formal review.

**Step 3: Other ways to resolve your issue**

If we can’t resolve your issue through the previous steps, you may choose to seek independent advice and review by an external agency. The circumstances of your complaint will influence whether this option is available.

**External agency contact point:**

SA Ombudsman
Toll free: 1800 182 150
Phone: 8226 8699
Email: ombudsman@ombudsman.sa.gov.au
www.ombudsman.sa.gov.au

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**Steps for raising your concern or complaint**

**STEP 1: Local resolution**

- Contact teacher, carer or worker involved

  Yes → Was this resolved? → No

- Contact principal, child care director or manager

  Yes → Was this resolved? → No

**STEP 2: Central resolution**

- Education Complaint Unit
  1800 677 435

  Yes → Was this resolved? → No

**STEP 3: External resolution**