



# Oakbank Area School

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## Parent Complaint Policy

### Parent guide to raising a concern or complaint

We all expect quality and expert care and teaching for students in school. Staff and students working together will give the best chance of solving any problems that may arise.

We recognise that at times things may go wrong. If you have a concern or a complaint, we want you to let us know. Harboursing your concerns or talking about them with others will not help us to improve your child's experience or learning.

The first step in working through a complaint is to talk to your child's teacher. If you are not satisfied, contact the Year Level Manager, the Deputy Principal or the Principal.

In the unlikely event that the matter has not been addressed to your satisfaction, you can contact the DECD Education Complaint Unit [DECD.EducationComplaint@sa.gov.au](mailto:DECD.EducationComplaint@sa.gov.au).

There is also a Freecall number 1800 677 435.

A copy of the DECD *Parent Concerns or Complaints* brochure is available on our website [www.oakbankas.sa.edu.au](http://www.oakbankas.sa.edu.au) under Policies. 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 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 improperly.

Your concern or complaint may be about:

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

Sometimes a complaint results from 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 reasons for the requirements.

**Kylie Eggers**  
**PRINCIPAL**

