Parent/Caregiver Concern or Complaint Procedure

If you have any concerns or issues regarding your child’s schooling experiences please follow the steps on this diagram to resolve them. We ask that you take issues up at the classroom teacher level first where-ever possible but the procedure may start at step 2 if it is a situation where the teacher cannot help, step 3 where leadership cannot help and step 4 if it is not resolved at these levels.

**Parent/Caregiver has a concern or complaint concern or issue**

1) Make an appointment with child’s teacher and discuss the issue

   - **Matter resolved**
   - **Matter not resolved**

2) Make an appointment with the Principal or Deputy Principal to discuss the issue

   - **Matter resolved**
   - **Matter not resolved**

3) Contact the Barossa Regional Office and make an appointment to discuss concerns. **NB The office will expect that you have already followed the steps above before calling them.**

   - **Matter resolved**
   - **Matter not resolved**

4) Contact DECD Parent Complaint Unit on 1800 677 435 to discuss concerns or seek further advice.