

Advice and Support

You can contact the unit on 1800 677 435 to discuss your concern or complaint, or to seek advice about resolving school problems. Staff will follow up with you to check about progress.

CONFIDENTIALITY

You will not be discriminated against if you make a complaint. All staff are bound by the Code of Ethics for the South Australian Public Sector, which requires staff to act impartially, fairly and equitably.

You can ask for your identity to be confidential when making a complaint. However, keep in mind:

POSITIVE PARENT RELATIONSHIPS

- this may limit options for investigating and negotiating a resolution
- while every effort will be made to comply with your request, freedom of information requirements may result in your identity becoming known. Respect between parents and staff helps build good relationships and encourages positive outcomes.



REMARK PRIMARY SCHOOL

Parent guide to raising a concern or complaint

Solving concerns in public education schools and preschools

Renmark Primary School ph: 8586 5737

Principal: Ms. Lyn Bretag

Deputy Principal: Mrs. Brenda Pfitzner

School Counsellor: Ms. Renee Smith

INTRODUCTION

We want to hear from you when:

- you think we're doing something well? - ***a compliment***
- you want to know something? - ***a question***
- you think we could do things differently? - ***a concern***
- you're unhappy about something? - ***a complaint***

If a parent of our schools has a concern about a student who is not their child, the parent must not approach that particular student but talk to a staff member or Principal about their concerns.

Parents must not directly approach other students

We understand that people with a concern or complaint may feel angry, frustrated and upset. So that we can work together to fix the problem, we need to:

- Stay calm
- Focus on the problem not the person
- Look for answers to suit everyone
- Be prepared to try suggestions



Teachers will willingly discuss matters before and after school but need prior notice to deal with more complex issues. The school front office staff will arrange a time for you to meet the teacher.

Where possible we encourage you to speak directly to the teacher concerned.

The following guidelines may assist you if you have a concern

1. Make an appointment to talk with the appropriate staff member.

If, after the appointment, you consider that the issue is still unresolved, state this and continue to follow the process.

2. If the issue or problem is not resolved.

Make an appointment with the Principal or Deputy Principal to discuss your concerns. Let them know what subject you wish to discuss before the appointment as this will help with the process.

3. Meet with the Principal or Deputy Principal

Results of this meeting may include the following:

- an agreed course of action which is documented and monitored
- outside support for the child, school or family may be sought

4. If after steps 1 - 3 you are still dissatisfied or your complaint is regarding the Principal

Contact the **Berri Education Office (ph. 85952323)**. The Education Office will review your complaint or concern and work with you and the school to resolve the matter.

5. Refer your matter to the Parent Complaint Unit

If you are still not satisfied you can refer your feedback or complaint to the Parent Complaint Unit by completing the [online form](#), calling us on 1800 677 435 or www.decd.sa.gov.au/parentcomplaint

The complaint unit will:

- assess your complaint
- decide what action is needed
- let you know what has been done and when you can expect to hear about the outcome.

The department's Head of Schools or the Head of Early Childhood Development and the Chief Executive's office will be advised by the Parent Complaint Unit of the outcome of the review. One of these senior leaders will make a decision about your complaint.

In most cases you can expect to hear of a decision within 35 days.

6. The South Australian Ombudsman for a review by an external agency.

You can make a complaint to the SA Ombudsman about any action or inaction by an agency within the Ombudsman's jurisdiction. Further information is available from www.ombudsman.sa.gov.au