Help with a concern or complaint

All department staff – teachers, principals, preschool directors, regional and Central Office staff – will help you to agree on a plan of action and a timeframe.

These people will help:
- explain and guide you through the resolution process
- gather information about policies and procedures and explain them to you
- clarify the problem and help you make your complaint
- follow up on the progress or outcome of your complaint.

We all want the best outcome for you and your child.
You can also call the Parent Complaint Unit hotline at any stage on 1800 677 435 for information, advice and support.

Other options

Your complaint may require an independent review by an external agency. This will be determined by the circumstances of the complaint.

You also have the right to refer any educational and care concern to an external agency, such as the South Australian Ombudsman.

The South Australian Ombudsman

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 at www.ombudsman.sa.gov.au.
Within 30 working days of your course's commencement, you will receive a notification that indicates whether you have been selected as a compliant. This notification will typically be sent via email to the email address associated with your registration or to a designated account holder.

The notification may include details such as:
- Your course number
- Your name and contact information
- The date of your notification

If you receive the notification, you must act within the specified timeframe to respond. Failure to do so may result in the termination of your course or further action by the department.

To access your notification, you can visit the website of the relevant department or contact their customer service team directly. They can guide you through the process of how to respond to the notification.

What to do if you have a concern or complaint?

There are several steps you can take to address any concerns or complaints you may have regarding your course.

1. **Stage 1 - Talk to the School:**
   - Reach out to your course coordinator or academic advisor.
   - Discuss your concerns and explore possible solutions.

2. **Stage 2 - Contact the Regional Office:**
   - If the school's response is unsatisfactory, contact the regional office or the lead agency responsible for your course.
   - Provide them with a detailed summary of your concerns and the steps you have taken to address them.

3. **Stage 3 - File a Complaint:**
   - If the regional office's response is unsatisfactory, you may consider filing a formal complaint with the appropriate regulatory body or accreditation agency.
   - Ensure that you have all necessary documentation and evidence to support your complaint.

If your concerns are not resolved, you may also consider seeking independent legal advice to explore your options further.

The department encourages open communication and is committed to addressing any concerns or complaints fairly and promptly. Please feel free to reach out if you have any questions or concerns regarding your course or the department's processes.

For more information or support, please visit our website or contact our customer service team.