COMPLAINT PROCEDURE

Tea Tree Gully

Primary School

11-13 Neale Street,

 Tea Tree Gully, SA 5091

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**Rationale**

We are committed to delivering quality expert care

and teaching so that students may achieve their full potential.

 Working together respectfully will give us the

best chance of solving any problems that may arise during your child’s years at Tea Tree Gully Primary School. If you have a concern or complaint, we want you to let us know.

We encourage Parents/Caregivers to approach the class teacher or the relevant staff member as the first point of contact. Make a time to talk to them to discuss your concerns.

If the issue is not resolved, then Parents/Caregivers can choose to follow up with a member of the leadership team. This can be done in writing to a member of the leadership team who will acknowledge receipt of your complaint with a written response as soon as possible. You may choose to telephone the school to make a time to meet the relevant leadership member to discuss the issue.

Most complaints are resolved quickly, often within 2 business days. The Principal will aim to resolve your complaint within 5 days, although complex and contentious matters may take longer. If this is the case, you will be advised.

If you are not satisfied that your complaint has been resolved at a local level, you may choose to seek support from the department’s Customer Feedback Team. Phone: 1800 677 435 or submit the online feedback and complaints form.

Follow this link <https://www.education.sa.gov.au/department/feedback-and-complaints/make-complaint-about-school-or-preschool> to view the Department for Education (DfE) Parent Guide to Raising a Complaint. Steps guiding how complaints should be made are outlined in this webpage.

 **STEP 1: LOCAL RESOLUTION STEP 2: CENTRAL RESOLUTION STEP 3: EXTERNAL RESOLUTION**

 Customer Feedback Team SA Ombudsman

 Contact teacher or staff member involved

 **1800 677 435**

Was this resolved?

 YES NO

YESWas this resolved? NO

Contact Principal or member of leadership

 YES Was this resolved? NO