

Additional information:

DECD Parent concerns and complaints policy

Web address

DECD parent concerns and complaints procedure

Web address

Parent Guide to DECD feedback and complaints

Web address

All DECS Policies / procedures

webpage

Ombudsman SA: <http://www.ombudsman.sa.gov.au/>

Some useful contacts:

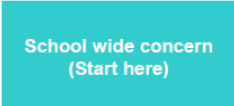
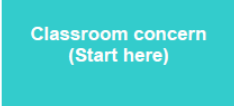
SACE Board: 8372 7400

DECD International Education Services: 8226 3402

Parent Complaint Hot-line: 1800 677 435

Kids helpline: 1800 551 800

How to get help with a concern



Any written or verbal complaints that contain personal abuse, inflammatory statements, and comments of a threatening nature or intended to intimidate will not be addressed and the parent will be advised accordingly.

Winkie Primary School

PO Box 116

Winkie Rd, Winkie 5343

Phone: 8583 2285

Fax: 8583 2120

PO Box 116 WINKIE

SA 5343

Murray and Mallee

Regional Office

3 Kay Avenue Berri 5343

Phone 85952323

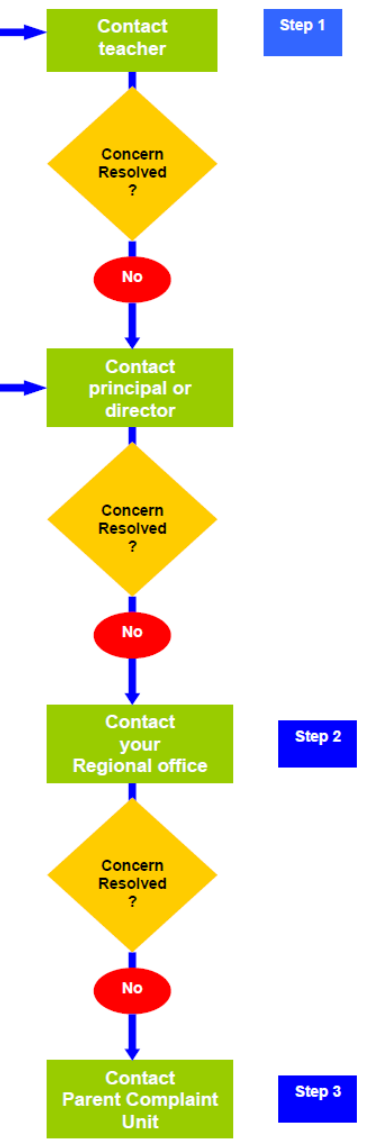
Fax 85952300

Updated 2012

Parent C
Level 6
31 Flinder
ADELAID


Phone: 1
Email: D

with a concern or complaint




Parent Complaints Unit
Level 6
Flinders Street
MELBADE SA 5000
Phone: 1800 677 435
Email: DECDparentcomplaint@sa.gov.au

WINKIE PRIMARY SCHOOL



PARENT CONCERNS AND COMPLAINTS

Parents are partners in the education of children. Regular two-way communication between parents and schools is essential in helping children achieve their potential. Parents and schools need to know if there are concerns that effect the learning of children.



Government of South Australia
Department for Education and Child Development

Step 1: Talk to the school

If your concern or complaint relates to an issue concerning your child's teacher, you should talk to the teacher as soon as possible. Contact the school and organise a mutually convenient time to meet or have a telephone conversation.

If the matter is not resolved, is school wide or you wish to have a person act as a mediator, you may want to meet and raise the issue with the director or principal.

All DECD sites have a complaint policy — which might identify other staff members that may be able to assist you with your concern. For example, the school counsellor, year level manager or coordinator. The complaint policy is available from the front office and/or located on the sites website.

DECD is committed to a complaints procedure that ensures anyone with parental responsibilities for a child can raise a concern or complaint, with confidence that it will be heard and responded to within an appropriate and timely fashion.

Interpreters and Aboriginal Education Coordinators are available to assist parents in communicating with their school. Please contact your school or regional office for assistance.

Step 2: Contact your local DECD

If you don't feel the issue has been resolved at school, contact the regional director or your local regional office. The phone number is on the front page of this brochure or on the DECD website.

Regional office staff will:

- refer, if appropriate, any concerns raised at the school level to the regional office
- determine the appropriate process for the complaint
- acknowledge receipt of the complaint
- make an *assessment* of the complaint. If required, a negotiated /mediated review or undertake a *formal review*
- if no solution or agreement is reached, in relation to the complaint, the weight of the evidence and the probabilities.



Hint:

It may be helpful to write down the answers to these questions for reference when you raise a concern or complaint:

*What happened, or what is the problem?
When did it happen?
Who was involved?
Where did it happen?
Why did it happen?
Did anyone see it?
How does it affect my child?
Who can help solve the problem?
What is an acceptable solution?*

All of the parties involved in the complaint management process can be invited to any of the meetings or to complete the complaint form.

Local DECD regional office

has been addressed by the regional director at your local DECD office. A contact number can be found on the DECD website or obtained from your school.

any complaint that has not been resolved should be referred to the school principal.

Appropriate person to handle the complaint

of the complaint in writing

of the complaint and if

mediated solution or

review following DECS guidelines

agreement can be made a decision

complaint will be made according to

principle and on the balance of

own the answers to the questions raised when discussing the problem?

the problem?

?

problem?

solution?

involved in a DECD complaint can bring a support person to the meetings held to resolve your complaint

Step 3: Contact the Parent Complaint Unit

If your complaint remains unresolved after working together with the school and regional director, you should submit, in writing, your complaint to:

Manager, Parent Complaint Unit
Level 6
31 Flinders Street
ADELAIDE SA 5000

Add email DECDparentcomplaint@sa.gov.au

You should include information about the complaint including why it remains unresolved and an outline of what actions could be feasibly taken to resolve the complaint.

The Parent Complaint Unit, on behalf of the Chief Executive, will:

- acknowledge receipt of the complaint
- assess and make a recommendation to the Head of Schools that:
 - ◇ a review is not warranted and that the complainant is to be advised that no further action is considered necessary and that the complaint is now concluded; or
 - ◇ a review is necessary; or
 - ◇ the complaint should be referred to an external agency for investigation or review.

The Head of Schools will review the advice and decide that the complaint (in full or in part):

- can be resolved (all parties agree on an appropriate response)
- should be dismissed (complaint is either unsubstantiated, vexatious, outside of reasonable expectations in relation to confidentiality, cooperation, courtesy and respect or is orientated towards conflict)
- remains unresolved and that an independent review by an external agency is required.