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 5 working days of your first class,
You can expect that you will hear of a decision;
These are made based on your academic record. The decision is the outcome of the examination of your academic record.
The decision will be communicated to you by email or phone. You will be advised of the results of your examination and the criteria for admission.
Please note that the decision is final and cannot be appealed.

What to do if you have a complaint:

1. Contact the regional office:
   If you have a complaint about your course, you can contact the regional office. The contact details are provided in the course prospectus. You can also contact the academic advisor.

2. Submit a complaint:
   If you have a complaint about your course, you can submit a written complaint. This should be submitted to the regional office. The contact details are provided in the course prospectus. You can also contact the academic advisor.

3. Appeal the decision:
   If you are not satisfied with the decision, you can appeal the decision. This should be submitted to the regional office. The contact details are provided in the course prospectus. You can also contact the academic advisor.

About concerns or complaints:

Concerns and complaints should be handled in a professional and respectful manner. The regional office is responsible for handling all concerns and complaints. The regional office will investigate the concerns and complaints and will provide a written response. The response will include the action taken and the reasons for the action taken. The response will also include information on how to appeal the decision.