



# Complaint Management in Schools and Preschools Policy



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## Purpose

We recognise that sometimes things go wrong, and you may feel that your expectations are not being met. If you have an unresolved complaint or would like to provide feedback, we would like to hear from you. It's important to work together, talk, listen and find solutions in a courteous and respectful manner, so we can improve our services.

The Department for Education (department) promotes and values feedback and works to manage complaints in order to improve performance, systems and service delivery. The department is committed to resolving complaints and providing an accessible, transparent and fair process to everyone.

All complaints will be taken seriously. When complaints are received, they will be assessed, prioritised, documented and recorded. Resolution will occur at a local level (with the original decision maker or educator) wherever possible and as quickly as possible. Most complaints are resolved quickly, but some complex matters may take more time and if this is the case, we will advise you.

## What is a complaint

A complaint is an expression of dissatisfaction made to or about the department relating to services, products, employees or the handling of a complaint, where a response or resolution is expected.

It's important that the person making the complaint can talk directly to the decision maker if they are not satisfied with a decision. The staff member will make themselves available by phone or arrange a meeting time to talk about the decision and to hear the concerns.

## Types of concerns and complaints

You may choose to make a complaint if you believe that the school or preschool has:

- done something incorrect
- failed to do something they should do
- acted unfairly or impolitely.

Your complaint or feedback may be about:

- the type, level or quality of service
- the behaviour and decisions of staff
- a policy, procedure or practice.

Complaints and feedback may be about something we have to do because of state or federal law. In those cases, we will talk to you and help you understand the requirements and why they exist.

### How can I make a complaint?

The best and usually quickest way to resolve a complaint is by raising it at the school or preschool.

Find out more on the department's website:

- [feedback and complaints about a school or preschool](#)
- [raising a complaint with the department \(PDF 231.8KB\)](#) – sets out step by step process
- [tips to make a complaint.](#)

The department has a 3-level complaint management process.

### Steps for raising your complaint



#### Level 1: school or preschool

If a person is not happy with a decision made or action taken by a school or preschool they should first contact the original decision maker or educator involved to discuss the matter and raise their concerns directly. This might be a teacher, year level coordinator, deputy principal, principal or preschool director.

Steps taken to resolve concerns:

- The person with the concern makes a time to meet with the teacher / staff member using email, a phone call or message on Seesaw to request a meeting
- Staff member will respond to a message or phone call within 24 hours (on business days)
- Staff member will respond to an email within 5 business days
- If concern is not resolved with the teacher / staff member, the person with the concern makes a time to meet with appropriate member of leadership
- Use email or a phone call to request a meeting with leadership
- The member of leadership will respond to a phone call within in 24 hours (on business days) and to an email within 5 business days

### Level 2: central complaint resolution

If a person is not satisfied that their complaint has been addressed at the school or preschool level, including the principal or preschool director (or delegate), they can contact the Customer Feedback Team.

The role of Customer Feedback is to give advice and support about the issues behind a complaint and to confirm if departmental policy and procedure has been followed. Customer Feedback liaise with schools and preschools to help all parties to explore appropriate options for resolution.

A complaint or feedback can be lodged to Customer Feedback by using the [online submit a complaint form](#) or by phone (free call) 1800 677 435.

### Level 3: external resolution

If all avenues to resolve the complaint by the department have been exhausted and the matter remains unresolved, a review or advice can be sought through the [Ombudsman SA](#) (OSA). The OSA is an independent body that investigates complaints about SA government. Contact the OSA on (08) 8226 8699. The circumstances of the complaint will influence whether the option of an external review is available.

### Unreasonable conduct

Staff safety and wellbeing is vital when dealing with unreasonable conduct at a school or preschool. There's a need to balance the right for someone to make a complaint with the rights of staff safety and respect, and the rights of others to equal time and resources.

There are a number of actions that can be taken by the school or preschool if a person making a complaint is unreasonable.

Unreasonable may include:

- constant phone calls, visits or emails to staff
- swearing, yelling, intimidation or offensive remarks
- making demands to staff on how the complaint should be managed.

Depending on the severity and frequency of the behaviours, actions can range from changing or limiting access to staff, students and school premises through to involving police. Find out more about [unreasonable conduct when making a complaint](#).

### Our Commitment

We know that when we can work together, things can be better. We are committed to a resolution; we have experience in getting things right and we want the opportunity to resolve issues in a fair and timely manner. Be assured, we take customer feedback and complaints seriously.

### Relevant documents / links

Please see related Lake Windemere policies and procedures:

- Behaviour Support Policy
- Bullying Policy
- Cyberbullying Policy
- Personal Devices Policy