**Resolving Complaints from Parents**

Make a time to contact the staff member concerned. (Meeting or phone call)

Outline your concerns

Gather the facts

Receive the response

Concern resolved

Make an appointment to see the Principal, only if no resolution has occurred.

Make an appointment to see the Deputy Principal

Make a time to see a Leadership staff member:

* Year Level Coordinator
* Learning Area Coordinator
* Assistant Principal

Concern resolved

Concern resolved

Contact the Education Complaint Unit at the Department for Education.

* Phone: 1800 677 435
* Email: [education.educationcompaint@sa.gov.au](mailto:education.educationcompaint@sa.gov.au)

Concern resolved