

Raising a complaint with DECD

We recognise that sometimes things go wrong and you may feel that your expectations are not being met. If you have an unresolved issue or a complaint, please raise it. It is important to work together, talk, listen and find solutions so we can improve our services to the community.

The following information will walk you through the steps you can take when you have a complaint or concern.

Types of concerns and complaints

You may choose to make a complaint if you believe that a government public education or early childhood service has:

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

Your concern or complaint may be about:

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

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

Find out more

www.sa.gov.au/topics/education-and-learning/general-information/feedback-and-complaints/schools-and-preschools

Your local contact point

Eastern Fleurieu School

Principal

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Government
of South Australia

Department for Education
and Child Development

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Working together to resolve complaints in
DECD schools and early childhood services