

## Complaints Policy

### Purpose

This policy outlines how complaints will be received, managed, and resolved at Goodwood Primary School and Preschool. We are committed to handling all complaints fairly, respectfully, and efficiently, and to using feedback to improve our services and communication.

### Before Making a Complaint

Before lodging a complaint, parents/carers are encouraged to:

- Clearly identify the main concerns and think through possible solutions.
- Consider if support is needed to make the complaint. Assistance is available for those who require help communicating their concern.

### How to Make a Complaint

When making a complaint:

- Clearly describe the issue, including relevant details and what outcome you are seeking.
- Provide complete and truthful information—false or misleading information must be avoided.
- Be prepared to cooperate with requests for more information.
- Allow up to 5 business days for an initial response.
- Treat staff involved in the complaint process with respect.

### Complaint Process

#### Step 1: Contact the School

The most effective way to resolve a concern is to contact the school directly. This allows the relevant staff to address the issue promptly and locally.

#### How to contact us:

- **In person:** Please make an appointment with the school to ensure the issue can be discussed in a timely and respectful manner.
- **By phone:** Call 8271 2280 to speak with the relevant staff member.
- **By email:** Send a written complaint to the staff member or [dl.0156.info@schools.sa.edu.au](mailto:dl.0156.info@schools.sa.edu.au) Written complaints allow you time to gather your thoughts and provide a written record of the concern.

#### Who to contact:

- Start with the person most closely involved with the issue.
- If the matter remains unresolved, contact the school leadership (e.g. Principal, Deputy Principal or Assistant Principal).

## Step 2: Contact the Department's Customer Feedback Team

If the issue is not resolved at the school level, you may contact the Department for Education's **Customer Feedback Team**:

- **Online:** Submit the online feedback and complaints form.
- **Phone:** Call 1800 677 435 (free call).

**Please note:** If you choose to remain anonymous, the Department for Education's ability to resolve the issue may be limited.

**The Customer Feedback Team can:**

- Provide information about why a decision was made.
- Liaise with the school to explore further options.
- Confirm if proper processes were followed.
- Connect you with the appropriate person or team.
- Advise you of further review options if the complaint remains unresolved.

## Step 3: Contact the SA Ombudsman

If you remain dissatisfied after completing the department's process, you may contact the **Ombudsman SA** for independent advice:

- **Phone:** 1800 182 150 (free call)
- **Email:** [ombudsman@ombudsman.sa.gov.au](mailto:ombudsman@ombudsman.sa.gov.au)
- **Website:** [Ombudsman SA Website](#)

## After a Complaint Is Made

After your complaint has been received:

- You may receive an acknowledgement or reference number.
- You will be given a reason for decisions made or actions taken.
- You will have an opportunity to share your perspective and hear the school's viewpoint.
- You will be informed of next steps and relevant policies or guidelines.
- Complex complaints may require additional time, and you will be advised if this is the case.

## Outcomes and Reviews

### Possible outcomes include:

- Confirmation of the issue and actions to address it.
- Explanation of why a concern may not result in a change (e.g. due to legal or policy reasons).
- Review or improvement of policies or procedures.
- A formal apology where appropriate.

### Requesting a Review:

You may request a formal review if:

- You have followed all complaint steps.
- You believe there has been an error or the matter remains unresolved.
- You have provided all requested evidence.

## Behaviour Expectations During the Complaint Process

### Fair Treatment:

You will not be treated unfairly for making a complaint. All staff must follow the **Code of Ethics for the South Australian Public Sector**, acting fairly, respectfully and without bias.

### Unreasonable Conduct:

We understand that complaints can be emotional. However, unreasonable conduct will not be tolerated. This includes:

- Harassment, threats or abusive language.
- Repeated contact after the complaint has been finalised.
- Refusal to accept decisions without evidence of error.

## Complaints About Central Offices

To lodge a complaint about a corporate or central office, please visit the department's feedback and complaints page:

<https://www.education.sa.gov.au>