

# MT TORRENS PRIMARY SCHOOL

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## Parent Complaint Policy

Our school has a commitment to creating a supportive learning environment in which parents and teachers work together as partners to achieve the best outcomes for children. However, there will be occasions when parents have concerns or complaints about particular aspects of school, classrooms, yard, or behaviour expectations.

The following information may be helpful in explaining what a complaint is:

A complaint may be made by a parent if they think that the school has, for example:

- done something wrong
- failed to do something it 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.

Sometimes a complaint is about something we have to do because of state or federal law. In such cases we are able to talk to you about the matter and help you understand the requirements and why they exist.

If you have a concern or a complaint the following steps can be taken.

- The first step in working through a concern is to talk to the staff member involved to discuss your concerns and reach a resolution.
- If you consider the matter has not been resolved, make an appointment with the Principal, Cheryl Bedford.
- In the event of the matter not being addressed to your satisfaction you may contact the Adelaide Hills Regional Office on (08) 8391 4705 and ask to speak to the Assistant Regional Director or the Regional Director.
- If you believe that the issue is of a serious nature you may choose to take the concern straight to the Principal
- Complaints about the Principal must be directed to the Regional Director.

If you are not satisfied that your complaint has been resolved by the school or the Regional Office you may contact the **DECD Parent Complaint Unit** [DECD.parentcomplaint@sa.gov.au](mailto:DECD.parentcomplaint@sa.gov.au) or [www.decd.sa.gov.au/parentcomplaint](http://www.decd.sa.gov.au/parentcomplaint)

There is also a Freecall number 1800 677 435 which you can contact at any time for discussion or advice.

Further information about this process can be found on the brochure on the school's website.