INFORMATION to PARENTS

23 Moffett Street PO Box 114 Woodside S.A. 5244
Phone: (08) 8389 7083 Fax: (08) 8389 7601
e-mail: dl.0495_info@schools.sa.edu.au

Principal John Balnaves
Deputy Principal Marcia Bungay

Woodside Primary School

Parent Complaint Policy

We all expect quality and expert care and teaching for your child in order that they achieve their potential. Working together will give us the best chance of solving a problem that may arise during your child’s years at Woodside Primary School.

We also recognise that at times things may go wrong. If you have a concern or a complaint, we want you to let us know. It’s important to learn from mistakes or clarify misunderstandings so that we can improve your child’s experience and learning, and also improve processes where possible.

What to do if you have a complaint:
The process has three stages, with the child’s school being the first point of contact for parents, followed by regional office and then the DECD Parent Complaint Unit if the complaint cannot be resolved at the local level.

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<th>Stage 1</th>
<th>Talk to the school</th>
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<td>Contact the teacher involved and arrange an appointment so that you can discuss the matter without distractions. If you can’t speak directly to the teacher, phone the front office, and the office staff will arrange for the teacher to contact you as soon as possible. If you feel uncomfortable approaching the school, a member of the governing council or another parents familiar with school procedures can support you to establish contact. If you consider the issue you have raised is not resolved make an appointment with the Principal. Inform him/her about the subject you wish to discuss as this will help the problem solving process. The school will endeavour to resolve your concern/complaint as soon as possible.</td>
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School Contact Details
Ph : 8389 7083
Fax : 8389 7808
Email : dl.0495_info@schools.sa.edu.au

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<tr>
<th>Stage 2</th>
<th>Contact Northern Area Regional Office</th>
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<td>If you are not satisfied that the concern/complaint has been resolved by the school, you may choose to contact Northern Area Regional.</td>
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Northern Area Regional Office
Ph : 8256 8230

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<th>Stage 3</th>
<th>Contact Parent Complaint Unit</th>
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<td>You may contact the DECD Parent Complaint Unit at any time if you feel your concern/complaint has not been resolved by either the school or regional office.</td>
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Parent Complaint Unit
Ph : 1800 677 435
Email : DECD.educationcomplaint@sa.gov.au
Website : www.decd.sa.gov.au/parentcomplaint

About complaints or concerns
This 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 laws. In such cases we are able to talk to you about the matter and help you understand the requirements and why they exist.