

COMPLAINT MANAGEMENT POLICY AND PROCEDURE

Last updated: July 2026

Purpose

At Risdon Park Primary School, we believe the wellbeing and success of every child is supported by positive, respectful relationships between students, families, staff and the wider community. Strong partnerships are central to the high-quality education and care we deliver.

We value open and respectful communication, and encourage all members of our community to offer feedback or raise concerns. We view all feedback, including complaints, as opportunities for improvement and growth.

Sometimes, things may not go as expected. If this happens, we are committed to responding to concerns or complaints in a way that is accessible, transparent, fair, and confidential. We expect all interactions in these processes to be consistent with our school values and the Department for Education's policies.

All concerns will be taken seriously, assessed promptly and resolved wherever possible at the local level. We will communicate clearly and work together to find solutions, always with the best interests of our students in mind.

We are committed to listening, learning and working in partnership with you to continually improve our school.

What is a complaint?

A complaint is when someone expresses dissatisfaction about the school's services, staff, decisions, or how a previous complaint was handled, and expects a response or solution.

You can make a complaint if you feel that our school has:

- Done something wrong,
- Failed to do something they should have,
- Acted unfairly or discourteously.

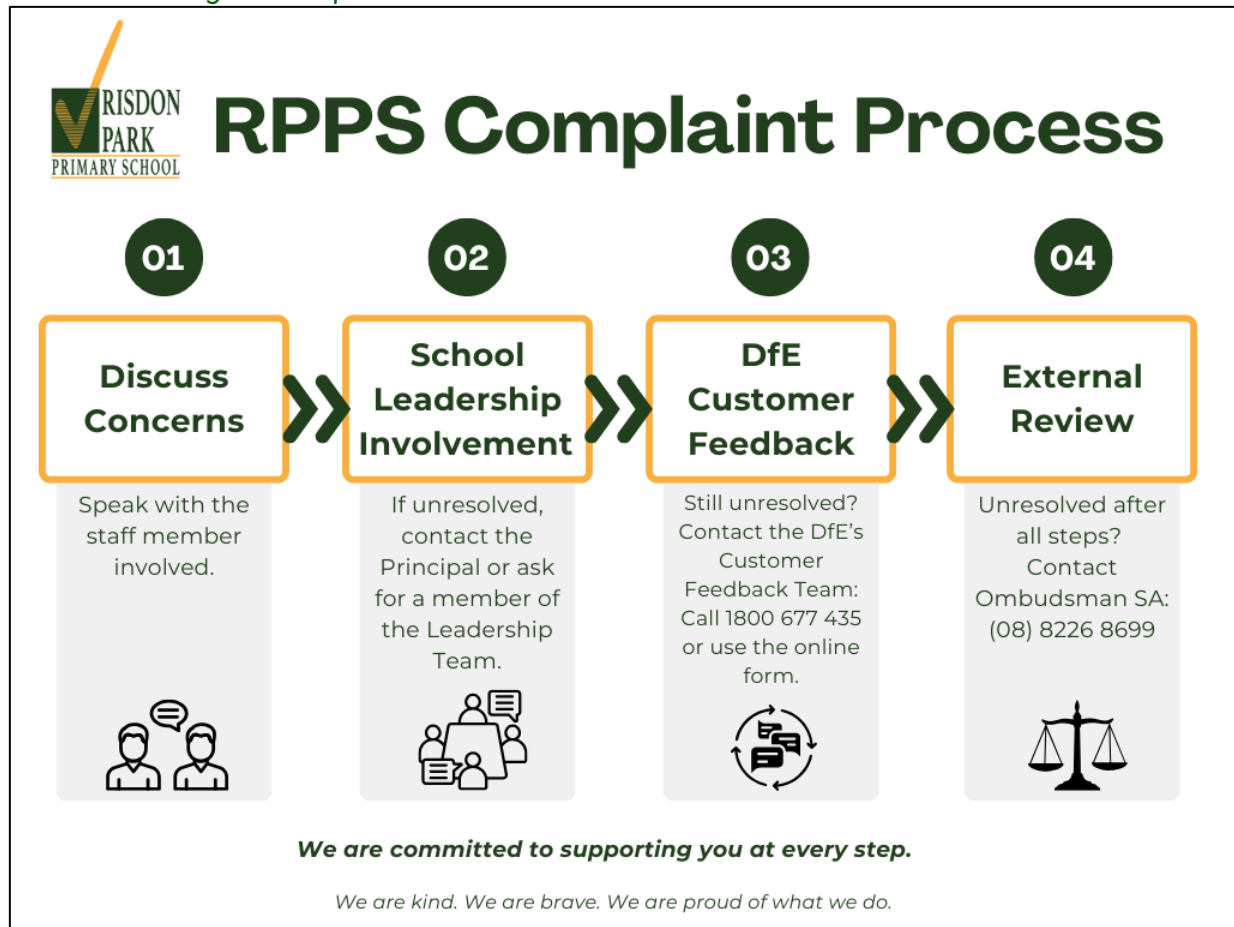
Complaints may relate to:

- The quality or type of service,
- Staff behaviour or decisions,
- Policies or procedures.

If your concern relates to something required by law, we will explain the reasons behind it.

Where possible, you will be able to discuss your concern directly with the staff member involved, who will arrange a time to talk with you.

Process for making a complaint



Level 1 - School-Based Resolution

1. Contact the Relevant Staff Member

- Raise your concern directly with the person involved (such as your child's teacher, year level coordinator, deputy principal, or principal).

2. Discussion and Initial Resolution

- The staff member will make time to discuss your concern, listen to your perspective, and work towards a solution as quickly as possible.
- The staff member will record your concern and any agreed actions.

3. Escalation within the School

- If the issue is not resolved with the staff member, you may escalate your concern to a member of the leadership team (deputy principal or principal).
- The principal (or delegate) will meet with you to further explore the issue and seek a resolution.

- The school will document all steps and outcomes.

4. Communication

- You will be informed of the outcome and any actions to be taken, and provided with a timeframe for resolution.
- If an immediate resolution is not possible due to complexity, you will be kept updated on progress.

Level 2 - Department for Education Customer Feedback

- If your complaint is not resolved at the school level, you can contact the Department for Education's Customer Feedback Team.
 - o Lodge via the [online form](#) or by calling 1800 677 435.
- The Customer Feedback Team will:
 - o Advise on the next steps,
 - o Check whether school and department policy have been followed,
 - o Liaise with the school to assist in resolving the complaint.

Level 3 - External Resolution and Review

- If all department options are exhausted and you remain dissatisfied, you may seek an independent review through Ombudsman SA. Phone: (08) 8226 8699

Unreasonable conduct

Staff safety and wellbeing is vital when dealing with unreasonable conduct at a school or preschool. There's a need to balance the right for someone to make a complaint with the rights of staff safety and respect, and the rights of others to equal time and resources.

There are a number of actions that can be taken by the school or preschool if a person making a complaint is unreasonable.

Unreasonable may include:

- constant phone calls, visits or emails to staff
- swearing, yelling, intimidation or offensive remarks
- making demands to staff on how the complaint should be managed.

Depending on the severity and frequency of the behaviours, actions can range from changing or limiting access to staff, students and school premises through to involving police. You can find out more about unreasonable conduct when making a complaint in appendix 4 of the [complaint management policy \(PDF 263KB\)](#).

Our Commitment

We know that when we can work together, things can be better. We are committed to a resolution; we have experience in getting things right and we want the opportunity to resolve issues in a fair and timely manner. Be assured, we take customer feedback and complaints seriously.

Supporting Information

Key Definitions

- **Complaint:** An expression of dissatisfaction with a service, decision, action, or staff member, where a response or resolution is expected.
- **Concern:** An issue or question that may not require a formal complaint but seeks attention or action.
- **Feedback:** Input (positive or negative) intended to improve practices.

Contact Details

School Contacts:

- Principal: Julie Petersen

Department for Education – Customer Feedback

- Phone: 1800 677 435
- Online: [Submit a Complaint Form](#)
- Email: education.customers@sa.gov.au

Ombudsman SA:

- Phone: (08) 8226 8699
- Website: [Ombudsman SA](#)

References and Links

- [Complaint management policy \(Department for Education\)](#)
- [Complaint management procedure](#)
- [SA Ombudsman Complaint Info](#)

Privacy and Record-Keeping

All complaints and supporting information will be documented and stored securely. Personal information will be kept confidential and only shared with relevant staff, in line with the Department for Education privacy policy. Records will be disposed of according to departmental records management procedures.

Policy Information

<i>Person Responsible:</i>	<i>Last Updated:</i>	<i>Version:</i>
Principal	July 2026	1.0