

# Salisbury Primary School Policy and Process

## Parent guide to raising a concern or complaint.

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 in preschool and 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.

Ask at the front office for a copy of the schools

**Parent guide to raising a concern or complaint** brochure. Steps guiding how complaints should be made are explained in the brochure.

Your concern or complaint may be about:

- Concerns about your child
- The type, level or quality of services
- The behaviour and decisions of staff
- A policy, procedure or practice.

If you'd like more information contact the school or visit the department's website at

[www.decd.sa.gov.au/parentcomplaint](http://www.decd.sa.gov.au/parentcomplaint)

or email

[DECD.parentcomplaint@sa.gov.au](mailto:DECD.parentcomplaint@sa.gov.au)

There is also a Freecall number 1800 677 435.

