### Purpose
At GPPS we expect quality and expert care and teaching for your child in order that they achieve their potential. Recognising, at times, concerns may be raised about:
- Your child
- The type, level or quality of services
- The behaviour and decisions of staff
- A policy, procedure or practice

Working together provides the best chance of solving problems that may arise during your child’s years in preschool and school.

### Action

#### Step 1- Talk with the school
*The school or preschool should always be the first point of contact when issues arise.*

- Find an appropriate time to talk to your child’s class teacher to discuss the concern or complaint.
- If your concern is about a teacher then you may prefer to talk directly with the principal - phone 8261339
- If your concern is about the principal then you may prefer to talk directly with the local regional office - phone 82568111

The teacher will look into your concerns and get back with you; however, if you are still not satisfied you may choose to follow up your complaint with the principal. The principal will work with you and the staff member to resolve the issue.

#### Stage 2 - Contact your regional office
*Every endeavour will be made to work through the issue at a local level*

- If you are not satisfied that your complaint has been resolved by the school you may choose to contact the **Northern Adelaide Region Office - 82568111**

#### Stage 3- Parent Complaint Unit
*Able to provide advice and support to parents about their concern and if needed objectively review complaints not resolved at the school or regional level.*

- **HOTLINE (1800 677 435)**
- **DEDC.parentcomplaint@sa.gov.au**

### Related items:
- DEDC- Parent guide to raising a concern or complaint : Copy available from Front Office

### Review
In line with DEDC expectation