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- Provide an opportunity for feedback or appeal if the grievance is not satisfactorily resolved.

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- Implement the resolution and monitor its effectiveness.
- Ensure any ongoing issues are addressed promptly.
- If a student or parent is not satisfied with the resolution of the grievance they should contact the principal or the Department for Education Customer Feedback Team. The details for the Customer Feedback Team can be found at: <https://www.education.sa.gov.au/departments/feedback-and-complaints/make-complaint-about-school-or>

- if appropriate (depending on the nature of the concern or complaint) keep a written record of the complaint, its progress and outcomes (refer to the recording complaints section)
- if a parent is not satisfied with the outcome of the complaint management process or decides that it is more appropriate to discuss their complaint directly with a member of the leadership team, then the person hearing the complaint must follow up by scheduling a meeting or phone call with the school leader (if applicable).

The raising a complaint with the department brochure is mandated for use in all schools and preschools. This information must be easily accessible for parents:

- on the department's website
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