Help with a concern or complaint

All department staff – teachers, principals, preschool directors, regional and Central Office staff – will help you to agree on a plan of action and a timeframe.

These people will help:
- explain and guide you through the resolution process
- gather information about policies and procedures and explain them to you
- clarify the problem and help you make your complaint
- follow up on the progress or outcome of your complaint.

We all want the best outcome for you and your child.

You can also call the Parent Complaint Unit hotline at any stage on 1800 677 435 for information, advice and support.

Other options

Your complaint may require an independent review by an external agency. This will be determined by the circumstances of the complaint.

You also have the right to refer any educational and care concern to an external agency, such as the South Australian Ombudsman.

The South Australian Ombudsman

You can make a complaint to the SA Ombudsman about any action or inaction by an agency within the Ombudsman’s jurisdiction.

Further information is available at www.ombudsman.sa.gov.au.

Parent guide to raising a concern or complaint

Solving concerns in public education schools and preschools

Hallett Cove School R-12
2-32 Gledsdale Rd
Hallett Cove SA 5158
Phone: (08) 8392 1020
Fax: (08) 8381 6713
Email: info@hcs.sa.edu.au
School Region: Southern Adelaide
Within 52 working days of your decision, you can expect that you will hear a decision. Your complaint will make a decision on your complaint.

The purpose of the decision is to give you an idea of the decision of the hearing officer. The decision will be in your complaint and will discuss your complaint and why you are correct to hear the request. The decision will be in your complaint and will discuss your complaint and why you are correct to hear the complaint.

If you do not agree with the decision, you can appeal the decision to the appeal body of the decision.

The school is the school to which it is against the law to hear your complaint.

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If you are not satisfied with the decision, you may appeal the decision.

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About concerns or complaints

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