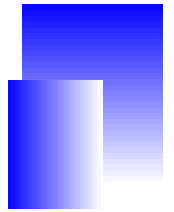




# Blanchetown Primary School

Godley Street  
C/- Post Office  
Blanchetown SA 5357

Phone (08) 8540 5041 Fax (08) 8540 5115  
Email [dl.0571.admin@schools.sa.edu.au](mailto:dl.0571.admin@schools.sa.edu.au)



*Principal-Ashlee Salter*

Updated 2020

## Parent Concerns and Complaints Procedure

At Blanchetown Primary School, we welcome feedback from parents / carers. We understand that there are times when concerns or complaints may be raised. This procedure is designed to assist in resolving any concerns or complaints.

At Blanchetown Primary School:

- All Blanchetown staff will respect the right of parents/carers to make a complaint.
- All Blanchetown staff will manage complaints in a respectful, confidential, impartial and timely manner.
- All participants in a concern or complaint process will be treated fairly and with mutual respect.

### Contact the Classroom Teacher

Make an appointment with the classroom teacher to discuss a concern or complaint.

The classroom teacher will:

- Listen to the complaint
- Identify and discuss possible solutions and timelines to resolve the concern or complaint
- Follow up on actions and ensure that the parent/carer is satisfied with the outcome



Not Resolved

### Contact the Principal

If a concern or complaint is unresolved, please make an appointment to discuss this with the Principal.

The Principal will:

- Investigate the concern or complaint and gather relevant information from the staff, students and parents involved.
- Determine the most appropriate way to fairly and promptly solve the concern or complaint.
- Document the process and outcome.
- Communicate the outcome to all parties concerned within 15 days of receipt of the complaint.



Not Resolved

### Contact the Education Complaint Unit (ECU)

If your concern or complaint has not been resolved, contact the Education Complaint Unit (ECU).

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

Phone: 1800 677 435 (standard call rates apply for calls from mobile phones).

The ECU on behalf of the Chief Executive will:

- Assess your complaint
- Decide what action is needed
- Let you know what has been done and when you can expect to hear about the outcome.

In most cases, you can expect to hear of a decision within 35 working days.



Government of South Australia  
Department for Education