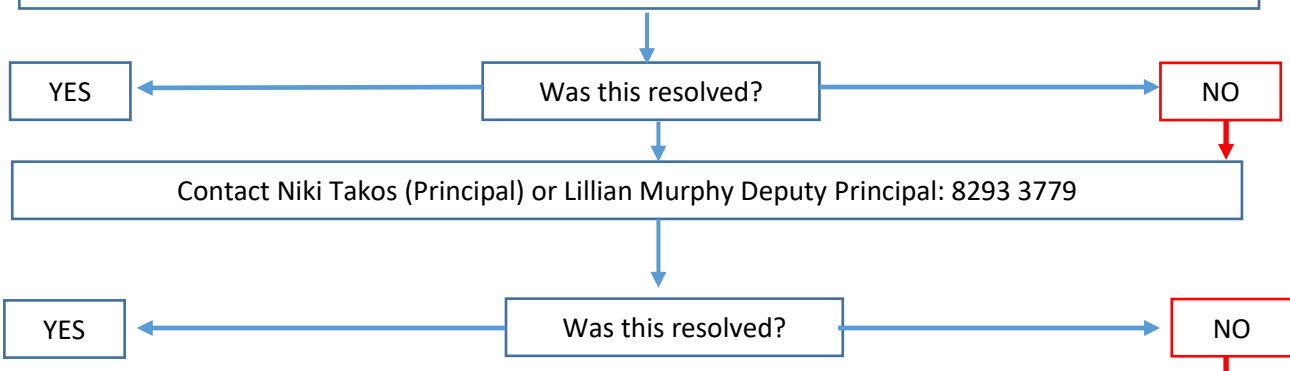


STEP 1: Local Resolution

The teacher or staff member involved should be your first point of contact. Make a time to talk to them to discuss your concerns, either in person or over the phone. You may want to put your concerns in writing.

If your concern is about the staff member, then you may to contact a member of leadership. The leader will look into your concerns and get back to you. They will work with you and the staff member to resolve the issue.

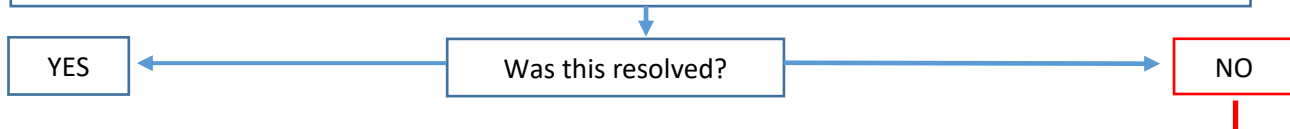


STEP 2: Central Complaint Resolution

Customer Feedback Unit

1800 677 435

[Online complaint form](#)



STEP 3: External Resolution

SA Ombudsman

1800 182 150

ombudsman@ombudsman.sa.gov.au