

# Penong Primary School

*Respect Community Achievement*



## Parent Complaint Policy

### Parent guide to raising a concern or complaint

We all expect quality and expert care and teaching for your child in order that they achieve their potential. Working together will give us the best chance of solving a problem that may arise during your child's years in pre-school and school.

We also recognise that at times things may go wrong. If you have a concern or a complaint, we want you to let us know. It's important to learn from mistakes and misunderstandings so that we can improve your child's experience and learning and also improve processes where possible.

The first step in working through a complaint is to talk to your child's teacher, and then the principal if you are still not happy. You will find more information regarding Raising a Complaint with the Department for Education on our website.

Use this guide to help you think through what you are concerned about and how to resolve the matter respectfully and effectively.

### About complaints or concerns

This information may be helpful in explaining what a complaint is:

A complaint may be made by a parent if they think the school has, for example:

- Done something wrong
- Failed to do something it should have done
- Acted unfairly or impolitely

Your concern or complaint may be about:

- The type, level or quality of service
- The behaviour and decisions of staff
- A policy, procedure or practice.

Sometimes a complaint is about something we do because of state or federal law. In such cases we are able to talk to you about the matter and help you understand the requirements and why they exist. If you would like more information please contact the principal on 8625 1017 or visit the Department for Education's website at:

<https://www.sa.gov.au/topics/education-and-learning/general-information/feedback-and-complaints/schools-and-preschools>

Reviewed August 2025

Signed Karen Murray  
Principal

Signed: Allison Shipard  
Chairperson Governing Council

Next Review August 2028