



BURTON PRIMARY SCHOOL

49a Kensington Way, Burton 5110

Phone: (08)8280 6277 Facsimile: (08) 8280 6311

Email: dl.1844_admin@schools.sa.edu.au

Website: www.burtonps.sa.edu.au

Parent Complaint Policy

At Burton Primary School, our purpose is to provide a safe and supportive learning environment in which to educate and empower our students in becoming powerful learners and active members of the community. In our commitment to provide quality learning for our students, it is important that staff, students and parents work together to ensure students reach their full potential. With this in mind, we have developed a set of guidelines which outline a process for resolving problems.

What to do if you have a complaint

The process has two stages, with Burton Primary School being the first point of contact for parents, followed by the Education Complaint Unit if the complaint can not be resolved at the local level. The school will aim to resolve your concerns/complaints within 15 days.

Stage 1
School Level

Contact the staff member involved to arrange an appointment so that you can discuss your concerns without distractions. If you cannot arrange an appointment directly, ring our friendly office staff who will organise for the staff member to contact you as soon as possible.

If you feel uncomfortable approaching the school, a member of the Governing Council or another member of our school community may be able to support you in making contact.

If you consider your concerns have not been resolved, please make an appointment with our Principal, Deputy Principal or School Counsellor to discuss your concerns.

School Contact Details

Ph: 8280 6277

Fax: 8280 6311

dl.1844_admin@schools.sa.edu.au

Stage 2
Education
Complaint Unit

A parent can contact the Education Complaint Unit if they feel their concern/complaint has not been resolved by the school.

Education Complaint Unit

Ph: 1800 677 435

A brochure, entitled "Raising a complaint with DECD" is available on our school website at www.burtonps.sa.edu.au



Government of South Australia

Department for Education and
Child Development

Ratified by Governing
Council- Sept. 2016