



**Government
of South Australia**

**Minister for Education
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Dear Parent / Caregiver

I am writing to you and all parents in our public schools to provide you with information about what steps to take if you have any concerns regarding your child's education and care.

As parents, we all want our children to achieve their very best, and to learn in safe and supportive schools and preschools.

Since I became Minister for Education and Child Development in October 2011, I have visited more than 130 schools and preschools and seen many wonderful examples of parents and educators working together in the best interests of children.

I have confidence in the work of our schools and preschools and believe we have a first class education system.

However, if you have a concern regarding your child's education and care, it's important that you know how best to raise and resolve the issue. We have had the Parent Complaint Unit since March this year, and information about this has been provided to all schools and preschools.

The information accompanying this letter explains the steps that can be taken in raising a concern. In the first instance, **I ask that you speak directly with your child's teacher, preschool director or school principal**, because they will be familiar with your child's particular circumstances and therefore best placed to resolve the matter.

If your concerns have not been resolved to your satisfaction at the school level, I encourage you to take the further steps available to you, including contacting the **Parent Complaint Unit by calling 1800 677 435**. You can also contact other complaint handling bodies, including the Ombudsman.

It is important that we all seek to resolve concerns so that children get on with learning and enjoying their preschool or school.

I sincerely thank you for all that you do to help our children to learn and be the very best they can be. As the school year draws to a close, I also wish you and your family a peaceful festive season and a wonderful New Year.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Grace Portolesi', with a long, sweeping flourish extending to the right.

Grace Portolesi

MINISTER FOR EDUCATION AND CHILD DEVELOPMENT

23 November 2012