Steps for Raising Your Concern or Complaint

Step 1: Local Resolution

Was this resolved?

YES

No

Conduct teacher's or worker involved

Contact principal, child care director, or manager

We can help you by:

Providing advice and support about the issues

Referring you to local Childcare Services

E-mail: DCEDEducation@comprehensive.org
Phone: 800 677 435

Step 2: Central Resolution

Was this resolved?

YES

No

1800 577 435

Education Complaint Unit

Step 3: External Resolution

SA Commbusman

External agency contact point

Whether this option is available:

In the provision of child care, including

Contacting local child care licensing

The steps you may choose to seek independent

If we can't resolve your issue through the previous

Step 3: Other ways to resolve your issue

Case we will advise you:

Contacting your local early childhood services or

We're here to resolve concerns or complaints at the

1800 577 435

Contact us directly:

Phone: 888 666 7777

Fax: 888 666 7778

If your concern is about the school, please

SA Commbusman

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Phone: 1800 677 435

Complaints about education and

Early childhood services

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