

Let's talk about your concerns

Our schools are committed to providing quality education to all students in a safe, inclusive and caring learning environment. We value working together with parents and carers as partners in their children's education.

Communication between you and your school is an important part of your child's education. You should feel confident that we will listen and respond to your concerns, and work with you to resolve complaints.

Contact your school as soon as you have concerns. Talking to your child's teacher, year coordinator, school administration or principal is the best place to start. Contact the school to arrange an appointment or if you prefer, email, phone or write a letter.

You may be asked to put your concerns in writing if you need to tell us about multiple or complex issues.

Talk to your school's principal if:

- you were not able to achieve a satisfactory outcome with the teacher or staff member
- the matter is about the conduct of a teacher or staff member
- the matter is about something impacting your child's education.

Talk to your school's education regional office if:

- you believe that your concern was not resolved by the school
- the matter is about the conduct of the principal.

You can find a list of education regional offices on our website – education.wa.edu.au/contact

Make an anonymous complaint

You can make a complaint anonymously, however, it may be difficult to resolve the issue if we can't talk to you about details of your complaint.

Access support

Making a complaint can be overwhelming for some people. Any person making a complaint can access support by phoning the complaints advice line on 1800 655 985. The Parent Liaison Office is able to provide support by acting as a liaison between schools, education regional offices, central services, parents and carers, and members of the school community. You can contact the Parent Liaison Office for advice at any time during the complaint handling process by email: parentliaison@education.wa.edu.au

How to make a complaint or get more information:



Contact your school or education regional office. Find contact details: education.wa.edu.au/schoolsonline



Phone the complaints advice line: [1800 655 985](tel:1800655985)
8:30 am to 4:00 pm Monday to Friday



Make a complaint and understand the complaints process: education.wa.edu.au/complaints

If you are not happy with the handling of your complaint or believe the outcome is unreasonable, then you may wish to request an independent review at any stage throughout the process by contacting the Ombudsman Western Australia – ombudsman.wa.gov.au

If you have concerns, talking to your child's teacher or principal is the best place to start.