Elizabeth East Primary School

Complaint/Problem Flow Chart
Who to speak to if the complaint is about:

- **My child**
  - Class Teacher
    - Not fixed
  - Other Teacher*
    - Not fixed
  - Coordinator or Deputy Principal or Principal
    - Not fixed
  - Counsellor
    - Not fixed
  - Principal
    - Not fixed
  - Northern Adelaide Regional Office
    - Not fixed
  - Northern Adelaide Regional Office
    - Not fixed

- **Some else’s child**
  - Class Teacher or Deputy Principal or Counsellor
    - Not fixed
  - Principal
    - Not fixed
  - Northern Adelaide Regional Office
    - Not fixed

- **A personal issue**
  - Class Teacher or Counsellor or Deputy Principal or Principal
    - Not fixed
  - Principal
    - Not fixed
  - Northern Adelaide Regional Office
    - Not fixed

- **Another adult**
  - (Staff member or parent)
    - Principal
      - Not fixed
      - Not fixed
      - Northern Adelaide Regional Office
        - Not fixed

* If a child’s family is Aboriginal or has English as an Additional Dialect (EALD), or has special needs the Aboriginal Education Teacher, Aboriginal Community Education Officer, EALD teacher or special education teacher maybe helpful.