

Checklist for Complainants

All complaints to the Developmental Educators Australia are classified as **Confidential**. They are treated seriously and are considered carefully and respectfully.

In the first instance, written complaints are managed by the General Manager and if it is determined that they may be a breach of DEA's Code of Ethics and Practice for Developmental Educators (the Code) they will be referred to the Ethics Committee for review and if required, investigation. In the first instance, the General Manager may offer verbal advice in relation to dealing with any complaint.

It is acknowledged that making a formal complaint can be difficult, stressful and time consuming. The Code encourages the Complainant, where possible, to first make an attempt to resolve the issue directly with the Developmental Educator involved. Depending on the circumstances, direct resolution may not be possible and/or considered appropriate.

If the issue cannot be resolved informally, and is regarding a breach of the Code by a Developmental Educator (who is a DEA member and was a member at the time of the alleged complaint), then the DEA complaints process for breaches of Ethical Practice by a Developmental Educator may be utilised. The DEA By-Laws Ethics and Practice (2025) sets out the complaints process.

If the concerns are of a criminal nature then it is recommended that the relevant statutory authorities (e.g., Police) are notified. The DEA General Manager can provide information and guidance about the complaints process. It is recommended that you discuss your complaint prior to submitting any written documentation.

Please consult the following checklist prior to proceeding with a formal complaint to the DEA.

	Yes / No	ACTIONS recommended by DEA
1. If appropriate, has there been an attempt to resolve the issue between the involved parties?		Yes, contact DEA if this was unsuccessful. No, please make an attempt.
2. Is the Developmental Educator a current member of the DEA and was a member at the time of the alleged incident?		Yes, please proceed. Unsure, please contact the DEA to obtain this information. The DEA will help the complainant discover this if unknown. No, the DEA can only deal with complaints in relation to a DEA member.
3. Does the complaint relate to a matter which occurred in the last 2 years?		Yes, please proceed. No, please contact the DEA to discuss.
4. Have you read and understood the Code?		Yes, please proceed. No, please read the Code before continuing and/or contact the DEA for further questions.

5. Have you read and understood and understood the Complaints Process?		Yes, please proceed. No, please read the Complaints Process before continuing and/or contact the DEA for further questions.
6. Does your complaint relate to a matter that concerns a criminal court matter?		Yes, please refer the matter to the relevant authority and contact the DEA. Unsure, please contact the DEA to discuss. No, please proceed. No, please proceed.

In your written complaint, please include:

- Your personal contact details and place of employment
- A signed declaration if the complaint is made on some else’s behalf
- Personal contact details and the place of employment of the person about whom the complaint is being made
- Details of the complaint (describe factually what happened, your concern, the place, date, and time) and any relevant attachments
- References to the sub-section/s of the Code, which relate the alleged breach
- Contact details of any witnesses where relevant
- Information about other persons or organisations who you have contacted regarding this complaint and any outcomes.

The DEA can provide information and guidance about the Complaints process. Please contact the General Manager to discuss your complaint prior to submitting any written documentation:
generalmanager@deai.com.au

Please submit this Checklist with your written complaint and relevant attachments marked **Confidential** via either:

- **Email** - generalmanager@deai.com.au or
- **Mail** - The General Manager, PO Box 386, Christies Beach 5165 SA

The DEA will only consider a formal complaint if the Checklist records a response in each of the checklist boxes. Once received in writing the complaint is then deemed a formal complaint and will be considered.