

Dealing with complaints procedure

National Quality Standard Area 7 | Governance and Leadership

Effective leadership and governance of the service contributes to quality environments for children's learning and development. Systems are in place to manage risk and enable the effective management and operation of a quality service.

The relationship between educators and families/carers is fundamental to the quality of care and education that children receive and the trust that is grown. Partnerships with families provides the best learning and development outcomes for children, therefore at Trinity Gardens Children's Centre we actively seek to develop trusting relationships with families/carers and provide effective complaints management which meets our families/carers needs.

Rationale

The purpose of this procedure is to provide clear and transparent information for dealing with complaints or concerns. If parents have a concern which may require prolonged discussion, we ask that they make an appointment with the Director. Any issues raised with the Director and our education team will be reviewed to improve our processes and procedures.

If a complaint cannot be resolved at the local level the Department for Education (DfE) indicates that a child's Education and Care facility should be the first point of contact for parents/carers, followed by the DfE Felixstow Partnerships Office, and then the DfE Central Office Parent Complaint Unit.

The process has three stages, with the Preschool being the first point of contact for parents and caregivers.

Please refer to the diagram at the end of this procedure.

We ask parents/caregivers to

- Follow the process outlined in the flow chart for raising a concern or complaint
- Respect all parties' confidentiality and discuss the concern or complaint only with those involved
- Raise the concern or complaint as soon as possible

Children's Centre staff will:

- Ensure they are familiar with all parts of this procedure and are able to support families through the process of raising a concern or complaint
- Follow the process outlined above for resolving a concern or complaint
- Respect all parties' confidentiality and discuss the concern or complaint only with those involved
- Ensure all families are given a copy of this procedure the Department for Education "Raising a Complaint Policy" as part of the enrolment process

Supporting information

References/Resources

Complaint Management Policy

<https://www.education.sa.gov.au/department/policies/departmental-policies/complaint-management-policy>

National Quality Standard 7 (7.1.2)

<https://www.acecqa.gov.au/nqf/national-quality-standard/quality-area-7-governance-and-leadership>

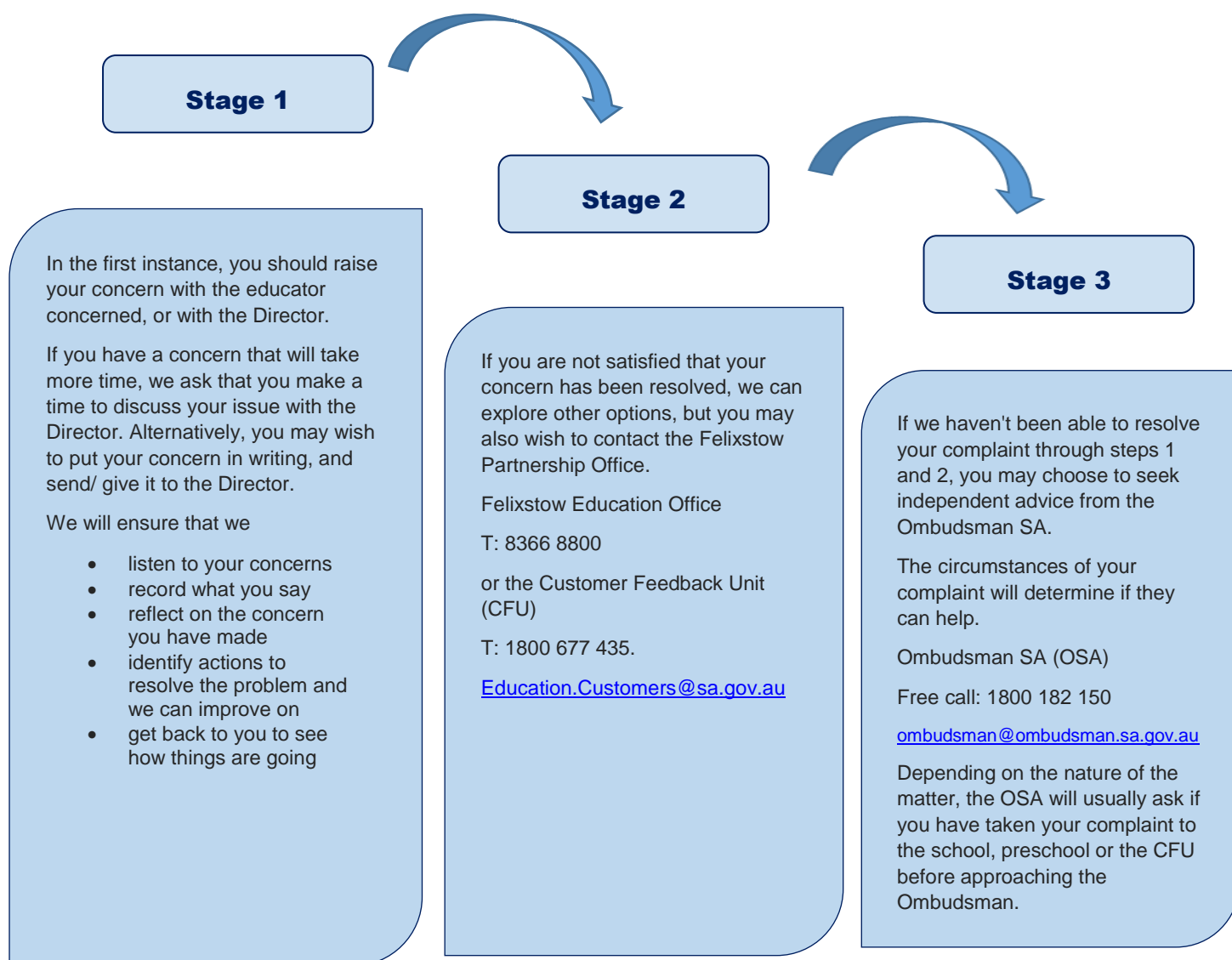
Raising a complaint with the Department for Education

<https://www.education.sa.gov.au/raising-complaint-department-education>

Tips to make a complaint or give feedback to the department

<https://www.education.sa.gov.au/tips-make-complaint-or-give-feedback-department>

Education and Care Services National Regulation 168(2)(o)



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